



PRODUCTION QUALITY COORDINATOR

DEPARTMENT:	Quality Control	REPORTS TO:	Quality Manager
DIVISION:	Cortland	FLSA STATUS:	Exempt
JOB CODE:	2637	EFFECTIVE DATE:	10/09/2024

JOB SUMMARY

Manage and maintain the Gage Calibration System, internal testing and inspections, corresponding lab work, quality investigations and root cause analysis, and Quality Management System documentation and controls.

QUALIFICATIONS

Education/Experience

Associate's Degree in Science, Engineering, or associated technical field, plus three (3) years of related experience in manufacturing, or equivalent combination of education and experience.

Valid driver's license required.

Knowledge/Skills/Abilities

Technical Skills. Proficient in using measurement devices to accurately measure and verify product quality, and determine trends or identify nonconformances. Ability to apply geometry and basic math skills, such as addition and subtraction of fractions or decimals to determine tolerances or to measure products. Ability to use hand operated and power tools to install testing fixturing and/or assemble testing devices. Ability to learn about and apply technical products to various industrial manufacturing processes. Ability to obtain and maintain industrial equipment (e.g., forklift, crane, etc.) certifications.

Core People Skills. Ability to positively interact and work collaboratively with a diverse group of people at all levels of the organization. Genuine with high ethical standards and values, and personal integrity and honesty. Ability to apply a large measure of common sense to a variety of situations. Displays humility and adaptability. Ability to apply a large measure of common sense to a variety of situations. Treats people with respect and inspires the trust of others. Ability to appropriately address and positively impact deficiencies that jeopardize achieving project deadlines and goals.

Communication Skills. Ability to speak clearly and persuasively in positive or negative situations, listen and obtain clarification, and respond well to questions. Proficiency in writing clearly and concisely and editing work for spelling and grammar. Ability to vary writing style to meet business needs. Ability to credibly influence, affect, and negotiate, as needed.

Computer/Applications Skills. Proficient computer skills using a variety of software applications systems. Working knowledge of Microsoft Office, including Word and Excel. Ability to navigate, understand, and work with Visual Manufacturing (ERP system) software, Synchro software, Windows file folders, Vault, and other programs utilized on the job.

Core Business Skills. Ability to exercise sound judgement and discretion in handling of proprietary and confidential information. Ability to work independently, without significant direction and to use resources. Strong critical thinking skills, judgement and attention to detail and accuracy. Exceptional prioritization, time management and organizational skills. Ability to prepare confidential reports and correspondence. Ability to gather and analyze information and data carefully to determine trends or identify nonconformances. Ability to identify and resolve problems ranging in complexity and ambiguity, and offer alternative solutions. Ability to anticipate and adapt to



shifting demands and priorities, and understand business implications of decisions and actions. Must possess a continuous improvement mindset and display cost consciousness and proactive approaches to achieve business efficiencies. Ability to work with third party suppliers for items related to quality, including but not limited to equipment calibration and equipment services. Ability to anticipate customer expectations and needs, takes necessary actions to provide customer satisfaction, and enlists assistance of others as necessary.

Travel. Ability to travel up to 5% domestically.

Professional Investment. Demonstrated commitment to own personal professional development and learning.

ESSENTIAL FUNCTIONS/RESPONSIBILITIES

1. Safely and effectively manage and maintain the Gage Calibration System, including but not limited to:
 - a) Gathering gauges and performing calibrations, and conducting calibration analyses by concluding gauge and equipment accuracy.
 - b) Correctly maintaining database system information to track statuses and verifications.
 - c) Overseeing and monitoring calibration suppliers, and recommending gauges to purchase.
2. Manage the quality of incoming supplier products purchased for Pyrotek-specific drawings by performing inspections on-site and/or at a supplier location, and documenting performance.
3. Manage supplier quality for refractory goods by verifying supplier certificate of analysis conformance, maintaining product and supplier performance documentation, and by performing refractory testing, when required.
4. Conduct internal inspections and perform functional testing (i.e. weld integrity, pressure testing, measurements, etc.) of in-house products.
5. Document all in-house process and product non-conformances and seek appropriate disposition by subject matter experts.
6. Maintain accurate logs, inspection forms, and other documentation and post quality communications and trainings/single point lessons to comply with the Quality Management System requirements; develop and write procedures relating to Quality Management System compliance, as needed.
7. Effectively conduct root cause analysis investigations related to casting data, inventory and internal inspection records; implement corrective actions as directed/applicable.
8. Continuously support and assist with Quality Team goals and objectives.
9. Work collaboratively as a member of the shift leadership team to ensure safety and quality, on-time delivery and cost controls are met.
10. Promote positive Team Member and customer relations by supporting Pyrotek's commitment to a working environment of tolerance, acceptance and civility. Respond appropriately to inquiries, concerns and complaints by being professional, courteous and respectful at all times.
11. Maintain regular, consistent, reliable, punctual and predictable attendance, as required to achieve internal and external customer satisfaction.
12. Actively and positively participate in problem resolution, demonstrating constructive communication, timely response and effective resolution skills. Work effectively within team environments both within your department and across the organization.
13. Cooperate and comply fully with all Pyrotek policies and procedures. Actively support and follow the Pyrotek Safety Program.



- 14. Participate in company/department meetings, training activities, continuing education programs and other associated activities.
- 15. Consistently promote and communicate Pyrotek’s core values through work performance and excellent customer service.
- 16. Perform other tasks as assigned.

PHYSICAL/SENSORY REQUIREMENTS

The following physical activities described here are representative of those required by a Team Member to perform the essential functions of this position. Reasonable accommodation, if feasible, will be made to enable individuals with disabilities to perform the functions of position.

Must be able to sit and stand for long periods-of-time, bend and reach, use hands and fingers to grasp, handle and feel, use stairs, lift up to 25 pounds occasionally, and communicate effectively in English by telephone, in person and in writing. Effectively use a personal computer, office equipment and telephone.

WORKING ENVIRONMENT

Generally, work within an office and manufacturing environment, with exposure to fumes or airborne particles, a moderate level of noise, and moving mechanical parts such as overhead cranes, vibration and moving vehicles. Personal Protective Equipment (PPE) such as approved footwear, respirators, and safety glasses/goggles, may be required.

Team Member’s Signature

Date

Manager’s Signature

Date