



Job Title:	Quality Technician Intern	Exemption Status:	Non-Exempt/Hourly
Department:	Quality	Pay Grade:	4
Reports To:	Quality Manager	Travel Required:	None – 0%
Position Status:	Part-Time	Location of Job:	Windsor

Company Overview

Diesel Forward, Inc. specializes in Service, Remanufacturing, and Distribution of parts and components for diesel-powered vehicles and equipment. Our goals are to provide first-class customer service, grow profits, invest for the future of the business, proactively manage all relationships, and provide an excellent work environment for our employees.

Job Summary

This position provides support to the organization to assure total customer satisfaction. The person in this role offers technical expertise in the areas of inspecting, testing, and/or analyzing products and processes. The individual will take ownership in the continuous development of the Quality Systems. They will display initiative through the identification of improvement opportunities, providing possible solutions to them, and participating in issue resolution. Providing training to others in these areas of expertise is required.

Key Departmental Responsibilities

- Coordinate efforts to develop, maintain and update instructions for key business processes.
- Work with Product Development on new product launches, bill on materials, and packaging requirements.
- Conducts in-process and internal auditing of manufacturing, packaging and business systems.
- Identify continuous improvement opportunities in area of focus.
- Assist with the development of quality systems.
- Operate in conformance with the requirements of the quality management system.
- Assist other employees in and out of the department.
- Provide feedback on system changes/needs.
- Perform other related duties and assignments as required.

Performance Factors

All Diesel Forward employees shall exhibit the following:

1. **Attendance and dependability:** The employee can be depended on to report to work at the scheduled time and is seldom absent from work. Employee can be depended upon to complete work in a timely, accurate, and thorough manner and is conscientious, about assignments.
2. **Communication/listening:** The employee communicates effectively and appropriately. Uses good judgment as to what to communicate to whom as well as the best way to get that accomplished. Listens to others and allows them to make their point.

3. **Relationships with others:** The employee works effectively and relates well with others including superiors, coworkers, and individuals inside and outside the company. The employee exhibits a professional manner in dealing with others and works to maintain constructive working relationships.
4. **Safety and security:** The employee actively promotes and personally observes safety and security procedures, and uses equipment and materials properly.
5. **Quality and continuous improvement:** The employee promotes organizational effectiveness by anticipating and dealing with problems. Encourages others to suggest improvements to work processes, and persistently focuses on quality, as well as on results. Seeks ways to improve productivity and effectiveness by identifying sources of mistakes and determining or suggesting a course of action to prevent their recurrence.
6. **Teamwork:** The employee is a team player who contributes valuable ideas, opinions and feedback. Communicates openly and honestly and can be counted on to fulfill commitments made to others.

Skills & Qualifications

Must have a high school diploma or equivalent. Well organized. Detail oriented. Strong inter-personal skills. A self-starter with initiative and ability to work independently.

I. PREFERRED QUALIFICATIONS:

1. Experience participating on cross-functional teams
2. Meet preferred qualifications of Quality Inspector
3. Documented prior experience in a Quality Assurance department position
4. Demonstrated clearly written and verbal communication skills

II. PHYSICAL REQUIREMENTS:

1. Lift up to 30+ lbs.
2. Vision correctable to 20/20 in each eye
3. Standing to use dept. measuring equipment
4. Standing/walking approximately 25% of day
5. Sitting approximately 75% of day

Revision History

Revision Level	Revision Date	Section #(s)	Description of Change
A	9/10/2019		Authored for ISO 9001:2015 compliance