

Position Title: Quality Assurance Manager**Position Summary:**

The Quality Assurance Manager is responsible for leading the quality assurance program at the respective Eagle Railcar Services facility. The Quality Assurance Manager implements and maintains processes in accordance with the Eagle Railcar Facility Quality Policies and Procedures, Association of American Railroads Field Manual, Office Manual, Manual of Standards and Recommended Practices Section J Specification for Quality, and related AAR rules and technical standards. The Quality Assurance Manager is also accountable for achieving targets established for customer satisfaction and profitability by improving quality and service delivery. The Quality Assurance Manager is responsible for creating, reviewing, analyzing, accepting, or rejecting, as applicable, reports for nonconformance data with a focus for continuous improvement. The Quality Assurance Manager must participate in AAR, FRA, Customer or Internal Quality Assurance facility audits and certification events.

Duties & Responsibilities

- Manages, mentors, coaches, and trains employees.
- Leads improvement initiatives.
- Leads Quality Team communication.
- Ensures implementation, oversight, and management of the Quality Assurance Program at site level.
- Leads customer visits & audits.
- Manages internal/external audits.
- Evaluates quality workload demands to determine adequate resource allocation to support facility Quality Assurance.
- Analyzes process nonconformance data and works to establish root cause and process improvement.
- Leads and participates in continuous improvement opportunities.
- Supervises and coordinates activities for Inspections.
- Ensures adherence to Eagle Railcar Services safety policies and procedures.
- Contributes to the overall performance from the standpoints of safety, quality, profitability.
- Manages in inbound, in-process and final inspection audits to ensure compliance with quality program.
- Facilitates root cause and corrective action processes with cross-functional operations team.
- Ensure all required customer regulatory and Eagle Railcar Services standards, specifications and instruction are maintained.
- Evaluates and coordinates with the Functional Leaders the operational and quality training needs.
- Performs other duties as required.

Qualifications

- Bachelor's degree or equivalent work experience.
- Proficient in computer software applications, including Word, Excel, Outlook and other applications.
- Ability to develop and maintain positive working relationships.
- Excellent oral communication skills.
- Ability to organize and prioritize tasks.
- Background in Nondestructive Test method.
- Background in Welding Processes.