JOB DESCRIPTION

| **TITLE** | OPERATIONS QUALITY CONTROL TRAINING SUPERVISOR |
| --- | --- |
| **Reports To:**  | [insert position] |

**Job Purpose**

The **Operations Quality Control Training Supervisor** is responsible for ensuring operational efficiency, quality control, training, and the enforcement of company standards.

This position oversees all aspects of <Organization Name>’s operations, including the training of new operations team members, and the quality assurance of all incoming and outgoing shipments. The Operations Quality Control Training Supervisor’s focus also extends to stock control and distribution, ensuring that smooth and efficient processes are in place.

**Duties and Responsibilities**

Overall Responsibilities:

Training and Development

* Develop and implement training programs for all new operations team members, providing them with the necessary skills and knowledge to excel in their roles.
* Monitor the effectiveness of training programs, updating and improving them as necessary.
* Mentor and coach team members to foster skill improvement and personal growth.

Quality Assurance

* Develop, enforce, and monitor adherence to quality assurance policies and procedures.
* Inspect incoming and outgoing shipments to ensure they meet the company's quality standards.
* Implement corrective actions as needed to address any quality issues that arise.
	+ Contact suppliers for refunds and/or discounts as applicable.

Operations and Standards Enforcement

* Monitor operational processes to ensure they meet company standards and industry regulations.
* Take corrective action as necessary to rectify operational issues.
* Promote a culture of high performance and continuous improvement that values learning and commitment to quality.

Stock Control and Distribution

* Oversee stock control procedures, ensuring inventory is properly stored, distributed, and replenished.
* Ensure that the stock control system is accurately tracking stock levels, including damaged products, etc.
* Collaborate with other departments to forecast future capacity needs.
* Review and approve adjustments to inventory levels and procedures.

Leadership

* Motivate and lead a high performance team; attract, recruit and retain required members of the team not currently in place.
* Provide mentoring as a cornerstone to the management career development program.
* Conduct performance evaluations and provide feedback to the team.

Other related responsibilities as assigned.

**Qualifications**

* Bachelor’s degree in Business Administration, Operations Management, or a related field. An advanced degree is an asset.
* Proven experience in an operational management role, preferably in a similar industry.
* Strong knowledge of quality assurance procedures and standards.
* Excellent knowledge of logistics and supply chain management.
* Experience developing and implementing training programs.
* Proficient in inventory management software.

**Core Competencies**

* Exceptional communications skills – both verbal and written.
* Ability to build consensus and relationships among executives, partners, and employees.
* Strong leadership skills with the ability to inspire and motivate a team.
* Ability to quickly grasp new issues and make sound decisions.
* Capability of instilling confidence and building trust.
* Ability to work under pressure, plan personal workload effectively, and delegate.
* Ability to train, develop, and manage large teams.
* Executive presence and ability to maintain a calm demeanour in high-stress environments.
* Excellent organizational skills, self-direction and motivation; ability to work creatively and productively without direct supervision.

**Working Conditions**

* This position is set in a (XX) setting.
* The standard workweek for this position is [insert #] hours.
* The standard business hours for this position are [insert core hours].
* Overtime and hours worked outside of the standard work schedule may be required.
* Consistent exposure to computer and tablet screens.