

Position: Quality Director

Location: Eden Prairie or Sauk Rapids, MN

Division/Department: Operations

Exemption Status: Exempt

Posting Date: July 11, 2017

Position Summary

In this newly developed role, position Pinnacle to become a world class quality manufacturer and supplier of heating and ventilation products. Develop, direct and implement Pinnacle's Quality Management System (QMS) globally at facilities in Minnesota and China, OEM Factories, and all component suppliers.

Responsibilities:

- Provide strategic leadership by prioritizing/communicating customer needs, providing feedback on quality performance, implementing robust programs, and facilitating teamwork to ensure corrective and preventive actions are implemented and effective.
- Develop and direct quality programs for manufacturing processes and procedures, inspection methods and controls, and the implementation of test plans to ensure products conform to design specifications.
- Implement tools to gather and report QMS data.
- Develop quality metrics.
- Interface with relevant external agencies and regulatory bodies and be knowledgeable of product test standards pertinent to Pinnacle products. Develop, direct and implement quality procedures and inspection systems to ensure adherence to any/all external quality system requirements.
- Collaborate with Engineering and Operations to develop the quality procedures, inspections, checks and testing for new product introductions at internal and external factories.
- Partner with the Customer Care Center to improve the department quality as measured by order input accuracy, hold times, repeat calls for the same issue and customer satisfaction with troubleshooting assistance.
- On an indirect basis, ensure that all receiving and inspection functions and employees perform their responsibilities in accordance with quality standards.
- Support plant inspections performed by customers and regulatory agencies. Oversee the creation and implementation of corrective action plans/responses and follow-through.
- Provide input into the Supplier Selection processes to ensure that the suppliers' quality control capabilities and management systems are considered vs. selecting suppliers only based on commercial factors.
- Conduct routine informal and formal audits of internal and external factories to verify that the Quality Management System is followed.
- Plan and direct quality improvement programs at global sites in alignment with Total Process Improvement initiatives such as Lean, Six-Sigma, and VA/VE re-engineering efforts.
- Provide technical assistance in resolving field problems/non-conformances with the company's manufactured products. Provide quality assurance expertise to materials management staff engaged in the procurement/evaluation of materials, suppliers, processes, and/or equipment.

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- Partner with the leadership team in the development and implementation of long-range strategies which leverage Pinnacle's improving quality reputation and extend market leadership.
- Perform other duties as assigned.

Skills, Qualifications and Requirements:

- Bachelor's degree in Engineering or a related science
- 7- 10 years of quality leadership experience in a manufacturing industry
- Demonstrated success in quality engineering, statistical problem solving, and decision making.
- Demonstrated problem solving and decision-making skills
- Experience with UL, CE or other international product quality standards and audit-facing exp.
- Expert with quality tools such as Fishbone Diagrams, 8D, Check Sheets, Control Charts, Histograms, Pareto Charts, Scatter Diagrams., etc.
- Demonstrated ability to lead, direct and influence others
- Significant expertise working with continuous improvement methodologies, such as Lean and Six Sigma
- Experience implementing quality systems in low cost countries and 3rd party factories
- Strong verbal, written and interpersonal listening skills
- Excellent knowledge of statistical software, MS Word, PowerPoint, Excel
- Related work experience in China
- Authorized to work in US

Reporting Relationship

- Reports to the VP of Operations

Compensation

- Competitive compensation based on qualifications and experience
- Benefits include bonus potential, healthcare, dental, vision, 401K, PTO, life and disability insurance, etc.

About Pinnacle Climate Technologies

Pinnacle Climate Technologies develops, manufactures and distributes heating and ventilation solutions through commercial, industrial, agricultural, DIY and other retail channels throughout the world. With manufacturing in North America and Asia, Pinnacle serves a diverse customer base in over 25 countries, on every continent. With brands that include MASTER®, Schaefer®, Remington®, Pro-Temp®, Americ®, and Stanley®, Pinnacle is positioned as the global leader in industrial/construction heat, and portable ventilation products.

Working Conditions

Work is typically performed in a standard office setting working at a desk or table on a level surface. Periodic travel (every few months) to China and weekly travel to Sauk Rapids facility (2 times a week) is expected. May be required to work more hours than normal during a regular workweek depending on workload, travel and deadline requirements.

The physical demands are representative of those that must be met by an employee to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

Equal Opportunity Employer. All qualified applicants will receive consideration for employment without regard to race, color, religion, sex, sexual orientation, gender identity, disability, veteran status, national origin or other legally protected classifications.