



**Job Title:** Quality Manager

**Work Location:** Lee's Summit, MO; Kansas City, MO; Harrisonburg, VA

**Position Overview:** The Quality Manager will lead a team of quality auditors and tutors to perform all audit and training functions. This position shall be onsite at the requested office location at USCIS National Records Center (NRC) or USCIS Harrisonburg File Storage Facility (HBG FSF), as appropriate, and be responsible for all Quality activities within task areas.

**POSITION RESPONSIBILITIES:**

Audits internal and external processes

Examines products to determine quality

Provides excellent interpersonal communication and organizing skills to coordinate project activities

Verify that all pages of every file are prepared, scanned, and all documents are indexed correctly; Verify that Metadata is complete and correct for every file; Verify and prepare routine requests for ingestion into EDMS in three business days from the receipt of the file in the unit; Verify all scanning processes for Priority (expedited) requests and prepare them for ingestion into EDMS within two business days from the receipt of the file; Stage files for the QA process

Correct defective products prior to creating batches of A-files available for the Quality Assurance (QA) process; Notify the COR of any error trends

Demonstrates interpersonal ability to communicate with others effectively; Works with details and time-sensitive issues.

Performs incidental tasks related to the position as well as various duties, as assigned, to support the overall objectives/goals of the team while maintaining a positive attitude.

1. Corporate Values- Is guided by and integrates Phoenix Data Corporation's corporate values into everyday duties and responsibilities.
2. Performance Excellence – Identifies action items, takes initiative, and is committed to the continually improving results and performance.
3. Customer Service – Identifies and responds to current and future client needs by providing timely, polite, and professional service to internal and external clients.
4. Safety – Promotes a safe work environment for co-workers and customers.
5. Teamwork – Resourceful team player that builds, strengthens, and maintains collaborative relationships with others inside or outside the organization.

**POSITION REQUIREMENTS:**

1. Bachelor's Degree in one of the following disciplines is required: program management, business or public administration, production/operations/manufacturing/quality management, technical management, information systems, engineering, or finance/accounting
2. Must possess a Six Sigma Black Belt Certification or as certified by the American Society for Quality, (ASQ)
3. Minimum three (3) years of experience in managing quality control operations. The QM must have demonstrated experience in preparing and monitoring internal procedures for adherence to Government regulations and policies and coordinating operational and administrative actions.
4. Valid driver's license
5. Must meet all of the investigative standards for a national security background investigation
6. Ability to pass a background check and drug screening

**WORKING ENVIRONMENT:** The majority of work is performed in an office setting and interfaces with a wide variety of people with differing functions, personalities and abilities.

**PHYSICAL DEMANDS:** The work is generally sedentary, requiring routine walking, standing, bending and carrying items weighing up to 50 pounds. [Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions].

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