



**Job Title:** Quality Supervisor

**Work Location:** Harrisonburg, VA

**Position Overview:** The Quality Supervisor (QS) shall be onsite at the requested office location at USCIS Harrisonburg File Storage Facility (HBG FSF) and be responsible for all quality activities within the HBG FSF task areas. The QS will supervise the quality auditors and tutors at the HBG FSF in performing all audit and training functions.

**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; OR three (3) years of management experience with the same or higher depth and breadth of responsibility
2. Minimum of two (2) years of experience in managing quality control operations. The QS must have demonstrated experience in executing and monitoring internal procedures for adherence to Government regulations and policies and coordinating operational and administrative actions.
3. Must possess a Six Sigma Green Belt Certification or as certified by the American Society for Quality, (ASQ).
4. Ability to pass a background check and drug screening
5. Frequent travel required

**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].

Proud to be an EOE, including disability/veterans. We invite resumes from all interested parties without regard to race, color, religion, creed, gender, national origin, age, genetic information, marital or veteran status, disability, or any other category protected by federal, state, or local law.