



QUALITY ASSURANCE MANAGER

Bertram Yachts is an iconic marine brand that has producing recreational boats and yachts for over 60 years. The company currently produces premium quality center console and dual console boats and inboard diesel-powered sportfish yachts from 28' to 61' in length. The company's products are manufactured in Tampa Florida and are sold through a high-quality worldwide dealer network. The company is rapidly expanding its production capabilities to support demand for new outboard product lines and is looking for dedicated, results-oriented team members

JOB SUMMARY

The Quality Assurance Manager is responsible for defining, developing, and deploying Bertram's formalized Quality Management System. The QA Manager develops and oversees compliance with the company's quality management system, effectively assuring compliance with customer, company and industry requirements by managing quality policies, standards, procedures, programs and practices while driving continuous improvement. The role is also responsible for defining an appropriate Quality Assurance organizational structure and developing the necessary team to support ongoing company growth.

The ideal candidate for this position will have:

- Significant experience with marine/boat manufacturing or service operations
- Excellent verbal and written communication skills
- Exceptional analytical, organizational, and administrative skills with high proficiency in use of Microsoft Word and Excel for communications and data analysis
- A willingness to be very hands-on as a part of a smaller company executing its growth strategy

PRIMARY RESPONSIBILITIES

QUALITY MANAGEMENT SYSTEM

- Accomplish quality assurance objectives by monitoring, reviewing, and enforcing policies and procedures.
- Work with Manufacturing and Engineering personnel to develop work standards and instructions for key processes
- Implement methods to inspect, test and evaluate products and production equipment and develop quality audit documentation for all product lines
- Maintain and improve product quality by completing in-process and final product audits to ensure that products adhere to company-defined quality standards
- Complete compliance and certification audits to ensure that products adhere to defined industry and governmental quality standards
- Prepare quality documentation and reports by collecting, analyzing, and summarizing quality information and trends
- Define training requirements for production personnel on quality standards and objectives
- Define and create corrective action process to reduce all overall issues and improve final quality
- Verify final products meet contract specifications
- Develop and implement supplier quality assessment processes and develop and control incoming product material verification and testing processes



PRIMARY RESPONSIBILITIES

AFTER-SALES SUPPORT

- Work with the Director of Customer Service to identify and communicate common product deficiencies and warranty claims information to manufacturing, engineering, and sourcing functions for action. Ensure systemic issues are addressed through corrective action system
- Coordinate with supply chain personnel on vendor recovery process for defective materials/components

GENERAL

- Define and staff Quality Assurance organization required to support ongoing company growth
- Develop, coordinate, and implement technical training for Quality Assurance employees as necessary
- Ensure effective management of employee performance appraisal process
- Develop and maintain appropriate operational metrics to ensure goals and initiatives are being achieved
- Monitor and manage departmental spending within budget

PRIOR EXPERIENCE & REQUIREMENTS

- Minimum 5-year experience in boat manufacturer or marine dealer customer service department
- Bachelor's degree in relevant field preferred

EQUAL OPPORTUNITY EMPLOYER/DRUG-FREE WORKPLACE