

**WISE ALLOYS LLC
CAREER OPPORTUNITY**

POSITION INFORMATION:

Job Title:	Customer Quality Engineer
Department:	Customer Service
Job/Position Summary:	<ul style="list-style-type: none"> • Develop and maintain systems to preserve customer satisfaction relating to service activities and products. • Maintain systems to measure performance against established standards. • Monitor performance (in quality and service) according to agreed standards and take necessary action to communicate/advise/assist according to performance levels. • Monitor and inform, communicate, and apply standards created by customers and integrate with internal quality management systems. • Establish and implement necessary communication strategy for the improvement and awareness of quality issues across all departments. • Maintain corrective and preventative action systems for key accounts. • Report as necessary on changes in standards (internally and externally initiated) and on performance against standards. • Manage key account performance against agreed targets and budgets. • Visit customers and suppliers when necessary. • Utilize problem solving and Six Sigma discipline to eliminate customer issues or concerns. • Ability to travel up to 60%
Posting Date:	May 22, 2008
Closing Date:	Position will remain open until filled

<p>Minimum Qualifications:</p>	<ul style="list-style-type: none"> • B.S. degree in related field or high school education with equivalent practical experience. • Quality experience in process industry. • Familiarity with Six Sigma and Statistical Quality Control • Must be able to write technical reports. • Must be able to transfer technical information into layman's terms for complete communication. • Must have ability to write technically oriented reports that are understood by the general public. • Ability to work with a broad cross section of people from top managers, hourly work force and internal and external customers. • Ability to handle multiple tasks and establish appropriate priority. • Good problem solving skills required to assess customer equipment/product performance issues. • General understanding of applied statistical analysis (e.g. regression), quality-engineering techniques (e.g. SPC). • General understanding of MS-Office Products (e.g. Word, Excel, PowerPoint).
<p>Desired Qualifications:</p>	<ul style="list-style-type: none"> • B.S. Mechanical, Chemical or Industrial Engineering • Black Belt Certified • Experience in metals or can industry
<p>Date Position is Available:</p>	<p>Immediately</p>
<p>Salary:</p>	<p>Salary commensurate with experience</p>
<p>Special Instructions</p>	<p>The successful candidate must pass a drug screen as well as undergo a background screen which includes, but is not limited to, criminal, employment, and education verifications.</p>
<p>Affirmative Action Policy</p>	<p>Wise Alloys LLC is an equal opportunity employer committed to achieving excellence and strength through diversity.</p>
<p>Relocation:</p>	<p>Relocation assistance available</p>