

## QA ADMINSTRATOR APPRENTICE

### Job Summary

Working as part of an experienced team, you will be based at our Crewkerne office supporting our quality assurance team with the day-to-day running of the department involving managing the quality aspects of the business. There are many opportunities to be involved with other aspects of the business and cross-functional team projects are a regular occurrence. Travel may be required, subject to business needs. This is an apprenticeship role and you will be funded and fully supported to complete an appropriate training course with a local provider.

**Full Time: Monday to Friday**

**Hours: 35h/pw**

**Standard patterns 8-4, 8.30-4.30, and 9-5. Other patterns may be available. There is flexibility with working hours.**

**Lunch: 1 hour or 30 minutes**

**Homeworking: 2 days per week available**

**Salary: Negotiable**

### Duties

- Ensuring 'Best in Class' customer service is provided to all internal and external customers.
- Supporting the QA department in the effective and timely resolution of customer complaints and returns.
- Dealing directly with customer enquiries relating to outstanding investigations and product compliance.
- Processing the non-conformance reports and functioning the disposition of parts promptly.
- Liaising with suppliers on outstanding investigations and other quality-related requests.
- Liaising internally with relevant personnel, as appropriate.
- Generating and coordinating the completion of 8D investigation reports, as required.
- Generating concessions, permits, and product compliance-related documentation, RoHS, REACH.
- Supporting in the update and maintenance of the company conflict mineral status.
- Collecting data from suppliers on certifications and regulatory status.
- Working with suppliers to improve their performance.
- Internal audits of business processes & process improvement and development activities.
- Working with our QA and environmental team as required, based in Waldenburg, Germany.
- Supporting the QA team members in their roles and assisting in any tasks, as required.
- Contributing to the ongoing effectiveness and improvement of the quality and environmental management system.

### Skills and Experience

- Computer literate; Microsoft Word, excel, outlook, etc.
- Knowledge or interest in electronics and manufacturing beneficial.
- Willingness to learn and develop.
- Adaptable to rapidly changing business needs and priorities.

Desirable:

- Knowledge of ISO 9001:2015 and ISO 14001:2015.
- Experience in quality management and environmental management.

## Company background

Since 1973 IQD Frequency Products has been a leader in the frequency control market and, since 2017, part of the Würth Elektronik eiSos group, one of the leading European manufacturers of passive components. With active customers in over 80 countries, IQD offers one of the most comprehensive frequency product ranges available, from low cost commercial grade product to that used in high reliability industrial and automotive applications including:

- Quartz Crystals
- Clock Oscillators
- Automotive Crystals & Oscillators to AEC-Q200/TS16949
- Fast Make Oscillators
- VCXOs
- TCXOs & VCTCXOs
- OCXOs & OCVCOSs
- GPS Disciplined OCXOs
- Rubidium Oscillators

Find out more: <https://www.iqdfrequencyproducts.com/about/>

LinkedIn: <https://www.linkedin.com/company/iqd-frequency-products-ltd/>

## How to Apply

To apply, please email your CV and a covering letter to: [IQDHR@iqdfrequencyproducts.com](mailto:IQDHR@iqdfrequencyproducts.com)