EXECUTIVE

Chief Operating Officer

JD NUMBER	REVISION	FLSA STATUS
JD-GEN-01	Rev 1 · 2026-06-21	Exempt
REPORTS TO	**PAY GRADE**	**LOCATION**
President & CEO	E1	Phoenix, AZ (primary) — limited travel to customer sites and accreditation body assessments

SUPERVISES
Laboratory Manager, Quality Assurance Manager, Customer Service Representative (indirect), AR/AP Technician, Business Development Manager, Executive Assistant

POSITION SUMMARY

The Chief Operating Officer (COO) serves as the senior operational executive for Field Calibrations, Inc. (FCI), translating the President & CEO's strategic vision into day-to-day laboratory, quality, financial, and commercial performance. The COO holds ultimate management responsibility for maintaining FCI's IAS CL-112 accreditation under ISO/IEC 17025:2017, ensuring all operational activities align with accreditation requirements, customer contract commitments, and ANC ownership expectations. This role provides direct oversight of the laboratory, quality assurance, business development, and administrative functions, and represents FCI in external assessments, key-account negotiations, and industry forums.

ISO/IEC 17025:2017 Alignment	Clause 5 — Structural requirements (impartiality, confidentiality, organizational structure); Clause 6.1 — General resource management; Clause 6.2 — Personnel competence and authorization; Clause 8.1 — Management system options; Clause 8.9 — Management reviews (chairs or delegates the management review process)
FCI Quality Program	Approves the annual internal audit schedule; reviews and dispositions Corrective Action Requests (CARs) escalated from the QA Manager; signs off on management review minutes and effectiveness determinations; authorizes revisions to the FCI Quality Manual; ensures resources for proficiency testing participation and personnel qualification activities are funded and scheduled.

ESSENTIAL DUTIES & RESPONSIBILITIES

- Direct and coordinate all laboratory operations, quality assurance, customer service, finance, and business development functions to meet or exceed accreditation, contractual, and financial performance targets.
- Serve as the primary management liaison to the IAS assessor team during surveillance and re-accreditation assessments; ensure all Clause 5 structural and impartiality requirements are documented and continuously satisfied.
- Establish and maintain the annual operating budget, review monthly financial reports prepared by the AR/AP Technician, and report financial performance to the President & CEO on a defined cadence.
- Chair or formally delegate the annual management review per ISO/IEC 17025:2017 Clause 8.9; review agenda inputs including internal audit results, proficiency testing outcomes, CAR trends, and scope expansion proposals.

- Authorize additions, suspensions, or removals from FCI's accredited scope of accreditation (SoA); coordinate with the Laboratory Manager and QA Manager on technical justification packages submitted to IAS.
- Negotiate and execute customer master service agreements, blanket purchase orders, and subcontracting arrangements with reference standards laboratories within the IAS-approved subcontracting framework.
- Oversee the FCI personnel qualification program, ensuring all authorized signatories and technical staff meet documented competency requirements per Clause 6.2; approve authorization-to-sign matrices.
- Drive continuous improvement initiatives based on CAR trend analysis, proficiency testing results, customer feedback data, and management review outputs.
- Maintain FCI's impartiality policy and conflict-of-interest register; review annually and certify to IAS that no structural or commercial conflicts compromise the independence of calibration decisions.
- Coordinate with ANC corporate leadership on compliance, reporting, small-business certification maintenance, and strategic growth objectives.
- Evaluate and approve capital expenditures for new reference standards, test equipment, and facility modifications that affect accredited measurement capabilities (CMC entries).
- Ensure FCI's business continuity plan and IT/data security posture protect calibration records, customer data, and LIMS integrity per Clause 7.11.

REQUIRED QUALIFICATIONS

- Bachelor's degree in Engineering, Physical Sciences, Metrology, Business Administration, or a related field; or 12+ years of progressive leadership experience in an ISO/IEC 17025-accredited calibration or testing laboratory in lieu of degree.
- Minimum 7 years of progressive management experience in a calibration, metrology, or measurement services environment, with at least 3 years in a director-level or above role.
- Demonstrated working knowledge of ISO/IEC 17025:2017, including Clause 5 structural requirements, Clause 6 resource management, and Clause 8 management system requirements.
- Proven experience managing accreditation body assessments (IAS, A2LA, or equivalent ILAC-MRA signatory AB).
- Experience developing and managing operating budgets in excess of $1M; proficiency with financial reporting and QuickBooks or equivalent ERP/accounting software.
- Strong negotiation and contract management skills with demonstrated experience in government, aerospace, defense, or industrial customer markets.
- Excellent written and verbal communication skills; ability to represent FCI credibly in customer, regulatory, and accreditation body interactions.

PREFERRED QUALIFICATIONS

- Master's degree in Engineering Management, Business Administration (MBA), or Metrology.
- ASQ Certified Quality Manager/Organizational Excellence (CQM/OE) or ASQ Certified Calibration Technician (CCT).
- Prior ownership or leadership experience in a small-business, ANC-owned, or 8(a)-certified laboratory or technical services firm.
- Familiarity with ANSI/NCSL Z540-3, ILAC P14, and ILAC G8 decision rules as applied in a calibration laboratory context.
- Experience with MET/TEAM, Fluke MET/CAL, or similar Laboratory Information Management System (LIMS) platforms.

PHYSICAL DEMANDS & WORK ENVIRONMENT

Physical demands	Primarily sedentary office work. Occasional laboratory walkthroughs require standing, walking on hard surfaces, and the ability to observe calibration setups. Rare travel to customer sites or assessment body offices. Ability to use standard office technology (computer, phone, video conferencing) for extended periods.
Work environment	Climate-controlled office environment collocated with the FCI metrology laboratory (20±2°C, 40±10% RH in calibration areas). Laboratory areas may contain energized electrical equipment, precision RF and DC standards, and calibrated mass sets. PPE (ESD wrist straps, safety glasses) required when entering active calibration bays per FCI safety procedures.

SCOPE OF DUTIES

This position description is not exhaustive. The employee is expected to perform other duties and responsibilities as required to support Field Calibrations, Inc.'s operations, its accreditation, and its customers. Responsibilities and duties will evolve based on acquired skills, completed training, business needs, and opportunities identified by leadership. This position offers growth opportunities within Field Calibrations, Inc. for employees who demonstrate initiative, reliability, and continued professional development. Management retains the right to add, remove, or modify duties and responsibilities at any time to support the operational, quality, and strategic goals of Field Calibrations, Inc.

EQUAL EMPLOYMENT OPPORTUNITY

Field Calibrations, Inc. is an equal opportunity employer. We do not discriminate on the basis of race, color, religion, national origin, sex, age, disability, veteran status, sexual orientation, gender identity, or any other protected status.

VETERAN HIRING PREFERENCE

Field Calibrations, Inc. observes a veteran hiring preference across all positions. Qualified veterans and transitioning service members are strongly encouraged to apply and will receive preferential consideration consistent with applicable state and federal law and FCI hiring policy.

APPLICANT ACKNOWLEDGMENT

By signing below, I confirm that I have read this job description and understand the duties, qualifications, and working conditions of this position.

Signature _____ **Date** _____

Printed name _____