QUALITY ASSURANCE

Quality Assurance Specialist

JD NUMBER **JD-GEN-11**	REVISION **Rev 1 · 2026-06-21**	FLSA STATUS **Non-Exempt**
REPORTS TO **Quality Assurance Manager**	PAY GRADE **S2**	LOCATION **Phoenix, AZ**
SUPERVISES **None**		

POSITION SUMMARY

The Quality Assurance Specialist supports the QA Manager in executing FCI's day-to-day quality system operations under ISO/IEC 17025:2017, with primary responsibility for document control administration, calibration certificate quality review, proficiency testing coordination, and CAR tracking. This role provides essential bandwidth for the QA function, allowing the QA Manager to focus on systemic quality improvement and accreditation management. The QA Specialist is expected to develop deep familiarity with FCI's Quality Manual, calibration procedures, and document control system and to apply that knowledge to detect non-conformances before they reach customers.

ISO/IEC 17025:2017 Alignment	Clause 7.8 — First-pass quality review of calibration certificates for format, measurement uncertainty statement completeness, and Decision Rule compliance prior to authorized signatory review; Clause 7.10 — Nonconforming work record logging and status tracking; Clause 7.11 — Document and records control administration; Clause 8.3 — Master document register maintenance, controlled copy distribution, and obsolete document withdrawal; Clause 8.7 — CAR log maintenance and status tracking.
FCI Quality Program	Maintains the FCI master document register in the document control system — creates new document numbers, files approved revisions, withdraws superseded versions, and distributes controlled copies; tracks open CARs in the CAR log and sends status reminders to CAR owners at defined intervals; performs first-pass quality review of calibration certificates for format and completeness before QA Manager or authorized signatory review; coordinates proficiency testing item shipment/receipt logistics; administers the FCI QMS forms library.

ESSENTIAL DUTIES & RESPONSIBILITIES

- Administer the FCI document control system — assign document control numbers, file approved revisions in the master register, distribute controlled copies to assigned holders, withdraw and mark obsolete versions, and maintain the document register current at all times.
- Perform first-pass quality review of completed calibration certificates prior to QA Manager or authorized signatory final review — check for correct instrument identification, reference standard traceability citation, uncertainty statement completeness, decision rule compliance, and FCI certificate format adherence.
- Maintain the FCI CAR log — enter new CARs with complete metadata, set due dates, send weekly status reminders to assigned CAR owners, escalate overdue items to the QA Manager, and update records when CAR steps are completed.

- Coordinate proficiency testing (PT) logistics — receive PT items, log them into MET/TEAM, confirm delivery to the appropriate calibration technician, track submission deadlines, and file PT result certificates and statistical reports upon receipt.
- Assist the QA Manager in preparing internal audit documentation — format audit checklists, distribute audit plans to auditees, compile audit findings into the audit report template, and issue draft findings for QA Manager review.
- Maintain FCI's nonconforming work log — enter NW records reported by the laboratory, track disposition status, and notify the QA Manager of items requiring customer notification per FCI's nonconforming work procedure.
- Administer the FCI customer complaint and appeals log — record incoming complaints, assign tracking numbers, distribute to the QA Manager for investigation, and follow up with the customer on resolution timelines.
- Maintain FCI's approved supplier list — send annual re-qualification requests to external calibration providers, receive and file traceability certificates in supplier qualification files, flag expired or rejected certificates to the QA Manager and AR/AP Technician.
- Support employee QMS training administration — prepare training record forms, track completion of QMS onboarding modules for new hires, and maintain training records in personnel qualification files.
- Assist the QA Manager in preparing the annual management review input package — compile data tables for CAR trends, internal audit finding summaries, PT program results, and complaint statistics from source records.

REQUIRED QUALIFICATIONS

- Associate's degree or higher in Quality Technology, Laboratory Science, Business Administration, or a related field; or 3+ years of relevant experience in a laboratory quality or document control role.
- Minimum 2 years of experience in a quality assurance, document control, or laboratory administration role within an ISO-certified or accredited organization.
- Demonstrated proficiency with document management or controlled-document systems and electronic records management.
- Strong organizational skills with proven ability to manage recurring deadline-driven tasks (CAR follow-ups, PT scheduling, document due dates) with minimal supervision.
- Solid written communication skills for drafting quality records, CAR correspondence, and audit documentation.
- Familiarity with ISO/IEC 17025:2017 or ISO 9001:2015 quality management system requirements.

PREFERRED QUALIFICATIONS

- U.S. military quality-assurance or PMEL/TMDE experience — strongly preferred.
- ASQ Certified Quality Technician (CQT) or Certified Quality Auditor (CQA), or active candidacy.
- Experience with MET/TEAM, Qualtrax, or equivalent LIMS/QMS software.
- Prior experience in a calibration, testing, or metrology laboratory environment.
- Familiarity with proficiency testing program administration (ILAC G13, inter-laboratory comparison logistics).
- Experience administering a CAR or CAPA system in a regulated or accredited environment.

PHYSICAL DEMANDS & WORK ENVIRONMENT

Physical demands	Primarily sedentary office work. Regular file retrieval and document archiving requires movement throughout the office; occasional lifting of document binders or PT sample packages (up to 25 lb). Periodic laboratory walkthroughs for audit support.

Work environment	Climate-controlled office environment collocated with the FCI calibration laboratory. Incidental access to calibration laboratory areas for audit support; ESD wrist straps and safety glasses required when entering active calibration bays.

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 _____