



Job Description

Quality Associate | FLSA Status: Non-Exempt

LOCATION:

Eugene, Oregon

HOW TO APPLY:

Candidates interested in this position must provide a resume AND a cover letter that details their interest, intent, and applicable experience for this role. Application materials should be emailed to HR@Burley.com, attachments made by PDF.

Finalists for this position are subject to a criminal background check.

SUMMARY:

Burley Design has been building bicycle trailers for over 40 years and is the global leader in the design and distribution of bicycle trailer products for children, pets, and cargo. Burley is in the business to enable adventure in all generations, and we are currently looking for a Quality Associate to join our team in that effort.

ESSENTIAL DUTIES AND RESPONSIBILITIES:

As a Quality Associate for Burley Design, you will have a key role in enabling Burley to build, manufacture, and ship product that delivers on our promise of quality and safety. The Quality Associate is a key link between both the Quality and Logistics Teams, and will have two main areas of work:

1. Warehouse and Logistics (20hrs/wk)
 - a. Receive incoming shipments of merchandise or other materials.
 - b. Load and unload trucks for incoming and outgoing containers.
 - c. Enter product receiving information into ERP system.
 - d. Read and interpret packing list, check for completeness, and verify counts for correctness of shipments against bills of lading, invoices, etc.
 - e. Report damaged goods and shortages. File freight claims with carriers when needed.
 - f. Receive and document RMA shipments
 - g. Perform cycle counting of finished goods inventory as needed.
 - h. Organize materials/inventories to keep the warehouse safe and clean.
 - i. Operate forklift and/ or other materials handling equipment: Being a qualified forklift driver and passing the drive safety exam is required.

- j. Perform other duties as required by the position.
2. Quality Control: (20hrs/wk)
- a. Inspects and analyzes customer and consumer returned products, accessories, and components to determine proper disposition of returned products after inspection.
 - b. Collaborates with Quality Team to analyze and determine root cause of return
 - c. Documents the results of the returned product inspection and provides the Quality and Finance Teams with documentation and notifies the team of any issues found during inspection.
 - d. Inspects and processes out-going replacement products.
 - e. Participates in RMA (Returned Material Authorization) Meeting to report on finding during inspections.
 - a. Inspect in-coming products, accessories, and components based on inspection criteria, and document results within the Quality Management System
 - b. Notifies organization once products have successfully cleared inspection and the products are released to inventory.
 - c. Identifies possible quality issues and notifies Quality team. Work collaboratively with Quality team for resolution
 - d. As needed, reworks, or leads the reworking, of in-coming products that have found to have issues.
 - e. Seeks continuous improvement to inspection and reporting processes
 - f. Assembles in-house built kits as needed while maintaining minimum inventory requirements.
 - g. Inspects and ensures that in-house built kits are assembled correctly before placing in inventory.

EDUCATIONAL REQUIREMENTS:

2-year Technical Degree preferred or High school diploma / GED with adequate relevant experience.

EXPERIENCE/SKILLS REQUIREMENTS:

- 2+ years of experience in Quality Control, Assurance, and/or Shipping and Logistics
- Proficiency in using Microsoft Excel and experience with Microsoft programs
- Mechanically minded, and experience building and maintaining lab equipment
- Self-motivated and detail orientated person
- Strong analytical and problem-solving skills with the ability to anticipate problems and propose solutions
- A team player; able to use strong verbal and visual communication skills
- Ability and desire to learn bicycle mechanics and assembly
- Curiosity and collaboration at your core
- Actively seeks job knowledge by studying trends in and developments in quality management; participating in educational opportunities; reading professional publications; participating in professional organizations

- Qualified forklift driver and passing the drive safety exam is required

WORK ENVIRONMENT AND PHYSICAL DEMANDS:

- Packing, shipping, inspecting, and moving product is both physically strenuous and demanding work.
- The employee frequently is required to lift and carry, stoop, kneel, or bend. The ability to cope with sitting, and/or standing is required.
- Filing, typing, the ability to use a computer keyboard and monitor and to communicate orally and in writing is required.
- The ability to transport, handle and place items on shelves throughout the building is required.
- The employee must be able to move pallets and stack pallets of goods for shipping, including pushing, pulling, bending, kneeling, and twisting.
- Position requires frequent lifting of up to 45 lbs.
- While performing the duties of this job, the employee is regularly required to use hands to grasp; and to reach with hands and arms, at and above shoulder level.
- Abilities for writing, marking, labeling, attaching tape, staples and other fasteners are also required.
- Specific vision abilities required by this job include close vision, color vision, peripheral vision, and ability to adjust focus.