



**QUALITY CONTROL MANAGER**  
**PURPOSE OF ROLE**

This position shall administer the onsite Quality Control Program and ensure compliance to all criteria of the GTAA Airport Facilities Quality Monitoring System.

**PRINCIPAL ACCOUNTABILITIES**

**Major Responsibility Area:**

- Maintains positive relationship with client through daily contact to discuss; areas of concern, report on deficiencies and obtain any new assignments. Organizes and attends regular meetings with client and Vice President of Operations.
- Produces computer generated reports, reviews information with onsite managers and supervisors and transmits information to GTAA representatives
- Inspects the worksite daily and on an ongoing basis to ensure the delivery of services is consistent with the work specifications and required standards.
- Regularly reviews assignments with managers to ensure tasks are performed properly and quality of work is maintained at expected levels.
- Conducts follow up inspections to ensure correction of deficiencies is satisfactory completed
- Responsible for the safety of personnel and ensures that equipment is in safe working condition. Ensures all accidents and property damage is reported within deadlines.
- Randomly Inspects on-site equipment as part of daily inspections
- Enters reported deficiencies into AMMS program for tracking
- Prepares and ensure proper information is gathered to deliver client monthly report
- Ensures and complies with CSF/ISO programs
- Responsible for training new management members on QA and its process.
- Identify and resolve problems on site and informs or involves the Vice President of Operations as necessary.
- Performs other assigned duties as needed or directed by the Vice President or the Human Resources Manager in regards to employment or labour issues.

**Safety Responsibilities:**

- Set an example for associates to follow by incorporating safe work practices in all aspects of their activities and abiding by the Clients & Company's safety policies and procedures.
- Attend all required health & safety training
- Reports and corrects any safety concerns and advises employees of potential/unsafe conditions or hazards
- Complies and enforces the H&S regulations, the OHSA and company policies/procedures in a consistent manner.
- Ensure/provide necessary training for employees on the hazards of their jobs using the Safe Work Practices and Task Hazard Assessments.
- Ensure/provide training for the operation of equipment at their location.
- Investigates incidents/injuries/near misses to determine root cause and implement any corrective actions – Reports injuries within 24-hours to the H&S Risk Dept



- Assists injured workers to the fullest extent to ensure participation in the early and safe return to work process as per our RTW policy
- Assuring that safety devices and PPE are available and properly utilized.
- Reviews Inspection reports, JHSC minutes and provides corrective actions on any known deficiencies.
- Conduct monthly safety inspection.
- Ensure safety meetings with all staff occur minimally once a month.

#### Qualifications

- Minimum 2 years' experience in a QA role or management of Custodial Services in a large facility.
- Ability to manage multiple priorities, and execute tasks with minimal supervision.
- Experience working in a unionized environment, ability to work with Collective Agreement and provide guidelines and execution.
- Valid driver's license and driving record in good standing.
- Able to obtain Transport Canada security clearance

#### ADDITIONAL ROLE INFORMATION

As an employer of choice, we treat all of our employees consistently and fairly to help you achieve personal and professional ambitions.

We strive to meet the accommodation needs of persons with disabilities. Applicants are encouraged to make their needs for accommodation known in advance during the application process.

Hours of work: We are a 24/7 business environment. Managers will be required to work the hours that will encompass the core hours for client and employee visits. Weekend and statutory holiday work as required.