

VOLUSPA Quality Manager

Company Profile:

An introduction to Voluspa unveils stunning packaging design coupled with rare exotic fragrances, as the brand invites fans to seek everyday chic illumination. Founded in 1999, Voluspa is an industry leading luxury home fragrance brand. Voluspa designs, markets, manufactures, and distributes its products worldwide.

About our Culture:

Voluspa attracts the most talented, innovative, and creative minds in the luxury goods industry. We offer a collaborative and family-oriented environment, uncapped growth possibilities, and lucrative benefits focusing on the well-being of every employee.

About the Role:

The Quality Assurance Manager is responsible for developing, implementing, and managing quality control programs across Voluspa's manufacturing and business operations.

Key Accountabilities:

- Manage and develop the company's quality control program and foster an environment of continuous improvement across Manufacturing and Supply Chain.
- Lead the Quality team to conduct consistent and efficient audits/inspections of incoming raw materials, in-process manufacturing, and finished goods.
- Responsible for writing and maintaining documentation for Quality, Manufacturing, Regulatory, etc. to ensure that processes are accurately documented, personnel is trained, and documentation is periodically reviewed and revised – including Standard Operating Procedures (SOPs), Work Instructions, Forms, etc.
- Responsible for training the production team on quality control measures to improve product excellence.
- Manage the Quality test lab and evolve its testing capabilities to deliver best-in-class capability.
- Develop test methods for the thorough evaluation of home fragrance products – fragrances, waxes, raw materials, and packaging which impact product performance and consumer experience.
- Communicate proactively with vendors to define raw material and product quality characteristics during development, ensure specifications are met during production, and identify opportunities for improvement over time.
- Lead communication to vendors regarding Quality topics – through product development, production, and Shipping – any issues, corrective actions, and ongoing improvements.
- Manage internal and external corrective actions through use of root cause analysis
- Manage key quality management system processes including document control, record management, training, audits, and complaint handling.
- Support the Product Development team by creating prototypes and initial samples of new launch products for testing and evaluation, as well as managing the inventory for those products.

Physical Demands and Working Conditions:

- Bending, lifting, squatting and standing

Education:

- Bachelors of Science degree required

Experience/Skills:

- 5+ years in quality with extensive experience running formal quality programs
- Excellent problem solving skills with design of experiments knowledge
- Demonstrated ability to lead in a collaborative environment with a positive leadership style
- Excellent interpersonal skills and a record of creating enthusiasm amongst the team for quality improvement
- Strong Project Management skills
- Excellent oral & written communication skills
- In-depth knowledge of quality control procedures and legal standards
- Excellent organization and record keeping skills
- Knowledge of ASTM standards, product safety and CPSC requirements, knowledge of GHS and IFRA preferred
- Experience with manufacturing candles, fragrance, or cosmetics a plus
- Proven ability to provide leadership designing, implementing, and managing QC systems to meet the business goals of the company
- Experience with equipment calibration and troubleshooting errors
- Familiarity with ISO 9000 document structure
- Knowledge of Kaizen/Lean Manufacturing principles

Benefits:

- Medical, Dental/Ortho, Vision Insurance
- Term Life Insurance
- 401k with matching incentives
- Paid Holidays and Accrued PTO
- Tuition Reimbursement

Salary:

- Depending on Experience