

Do you have an extreme, obsessive, unwavering focus on customer experience? Do you thrive in a dynamic work atmosphere that strives for excellence on a daily basis? Are you motivated by innovative and forward-thinking ideas?

Then you've got what it takes to succeed at CWD.

### **Quality Assurance Engineer**

We are currently looking for an inquisitive, curious, and improvement oriented **Quality Assurance Engineer** to join our fast growth company working within the Research and Development team for the Baby (LEVANA) and Security (DEFENDER). The Quality Assurance Engineer will work towards the goal of achieving our performance standards on new and existing consumer electronics by focusing on the highest customer satisfaction possible through testing and validating product prototypes, and analyzing consumer feedback.

#### **Key Result Areas**

##### **New Product Development:**

- **New Product Performance Validation:** Validating that the bill of materials, critical components in our products meet their performance specifications/standards
- **User Experience Testing:** Testing new hardware and software like applications (iOS/Android) for ease of use with an extreme focus on customer experience
- **Prototype Validation:** Testing, evaluating, analyzing and reporting, and Engineering Verification Test (EVT) units and Design Verification Test (DVT) units
- **Root Cause Analysis:** Analyzing issues based on field trials and come up with solutions to fix
- **Embedded Systems:** Executing both hardware and software testing and validation.

##### **Continuous Product Improvement:**

- **Production Quality Assurance:** Writing product inspection checklists and coordinating product final random inspections. Overseeing testing of, and providing feedback on golden samples from each production.
- **Root Cause Analysis:** Analyzing product returns to come up with solutions to improve products on future mass products
- **Embedded Systems:** Implementing hardware and software engineering changes to products that are currently in the market
- **Customer Satisfaction Analysis:** Continually monitor product reviews to update products according to customer issues and wants through online reviews, social media and customer support call drivers, returns and defect analysis
- **External Communication:** Communicating production issues, product issues, and customer feedback to business partners and collaborating on product improvements.
- **Internal Communication:** Updating the company on product improvements monthly.

##### **Vendor Risk Mitigation:**

- **New Vendor Onboarding:** Researching and gathering data from vendors using our new vendor SOP, to ensure they will produce high quality products while being reliable and sustainable partners going forward
- **Vendor Factory Audits:** Coordinating vendor audits and taking action on non-conforming points to improve the manufacturing process
- **ERP Information Updates:** Updating and maintaining system information in regards to vendors

- **Vendor Trips/ Meetings:** Organizing prototypes and finished products for customer and vendor meeting

### **Leadership:**

- Train, supervise, and mentor Quality Assurance Assistants
- Be prepared to supervise a larger team as the department grows
- Other duties as assigned

### **The successful candidate requires:**

#### **Education and Experience**

- University Degree in Electronics Engineering, Electrical Engineering, Mechatronics Engineering, Computer Science, or a related field
- A minimum of 3 years of experience working with consumer electronics

#### **Technical Skills**

- Experience with software version control
- Application performance testing (iOS, Android)
- Embedded systems knowledge (C, C++)
- Effective communication, project management and time management skills
- Experience with process change and automation of processes
- Advanced Microsoft Excel skills

#### **Cognitive Skills**

- Flexible and creative in approach to problem solving
- Simplify: detangle issues to their core factors and focus on these
- Innovate down to the details
- Strive to create what's different Forward Thinking: Need to look beyond today and understand how things will change tomorrow in our business

#### **Emotional Intelligence**

- Self-awareness: have a strong desire to develop and improve yourself and knowing when to seek outside expertise and experience
- Self-regulation: knows when to push and when to stop
- Motivation: remain self-motivated while creating enthusiasm in others
- Empathy: understand and care about people's current reality
- Social skills: understand people, develop trust, and help them

If the above interests you, then apply to join a fast paced, creative, and energetic team!  
**Candidates who reside within a 45 minute commute of our office will be given preference.**

**Please note: This is a 40 hour a week position based at our headquarters in Niagara Falls, ON. This position does not provide an option to work remotely.**

## **Vision**

We believe all people should be empowered.

## **Mission**

We create the highest performing consumer electronics that are smart, simple, and stylish.

## **Core Values**

**Development:** We value continuous learning that leads to positive change.

**Efficiency:** We are committed to new processes and techniques that improve results and create value.

**Innovation:** We embrace creativity, discovery, and a desire to Create What's Different.

**Accountability:** We honour our commitments through ownership and display integrity when delivering results.

**Excellence:** We challenge ourselves to add value that goes beyond what is expected.

## **About Us**

CWD designs, manufactures, markets and sells consumer electronics that enhance our lives.

As a pioneer in the markets of do-it-yourself video security, baby video monitors and wireless connectivity, we have successfully applied the principles of innovation and superior technology to a dynamic range of product categories. We are committed toward consistently exceeding consumer expectations and changing the way people think about:

- \* Baby Safety Devices
- \* Do-it-yourself Video Security
- \* Wireless Connectivity Products
- \* Home Theater Audio
- \* Retro Music Systems
- \* Clock Radios
- \* Karaoke Systems

From conception to launch, over 100 talented professionals work to ensure all of our products undergo the same intensive, completely in-house development and design process, resulting in the uncompromising quality and industry-leading performance that consumers trust.

The letters 'CWD' are shorthand for the empowering philosophy that drives every aspect of what we do – Create What's Different.

CWD is an equal opportunity employer committed to inclusive, barrier-free recruitment and selection processes and work environment. We will accommodate the needs of the applicants under the Ontario Human Rights Code and the Accessibility for Ontarians with Disabilities Act (AODA) throughout all stages of the recruitment and selection process. Please advise the Human Resources Department to ensure your accessibility needs are accommodated throughout this process. Information received relating to accommodation measures will be addressed confidentially.