

CWD designs, markets & sells the highest performing consumer electronics that are smart, simple, and stylish. From high fidelity turntables to wireless video connectivity systems, we create innovative products that empower people. Our success is measured in our customer satisfaction ratings and dedicated following. We have been in business since 1961 and our creations can be found in millions of homes. Together in teams, as a company, as a community, we are committed to Creating What's Different!

CWD is looking for a **Product Quality Assistant (6-Month Contract)** to join our exceptionally talented and collaborative team! Reporting to the Research & Development Manager at our Niagara Falls location, the successful candidate will be responsible for analyzing product defects and communicating with contract manufacturers. Additionally, you will be responsible for tracking and reporting on defects and working with the product team to resolve them.

If you are someone that likes a challenge and are continuously striving for excellence, then this is the perfect opportunity for you!

#### **What We Offer:**

- Team events
- 50% off on CWD brands

#### **Key Responsibilities:**

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

- Assist with the coordination of the Final Random Inspection Process (FRI), review completed FRI reports and provide feedback to the team
- Research and gather data from vendors, ensuring that all information and specifications are correct

##### ***Current Product Improvement***

- Utilize root cause troubleshooting methods, customer experience and returns data to identify and implement improvements to products and communicate to vendors
- Communicate with vendors to improve product quality and reduce defect rates
- Work with Customer Experience and Returns to identify product improvements
- Update, maintain and communicate quality report and returns data to stakeholders
- Quality assurance testing golden samples
- Coordinate and arrange external product inspections with third party inspection agencies
- Arrange for the return of defective items to partners for root cause analysis

**Qualifications:**

- College diploma/technical certificate or university degree in a relevant field
- 1-2 years product testing experience (electronics hardware)
- Previous experience in an administrative role considered an asset
- Intermediate Microsoft Excel knowledge an asset (for example, INDEX, IF Statements, VLOOKUP, MATCH, Pivot Tables)
- Detail oriented problem solver
- Experience managing a large volume of data
- Excellent organization and time management skills
- Analytical and highly motivated self-starter
- Strong communication and interpersonal skills
- Ability to work in a fast-paced ever-changing environment

***You Will Stand Out If:***

- You have experience communicating with international vendors

This is a full-time permanent role working 40 hours a week on-site. Our hours of operation are 8:15am to 5:00pm Monday to Friday.

**If the above interests you, then apply to join our fast paced, creative, and energetic team!**