

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 Managing Director at our Niagara Falls location, the successful candidate will be responsible for conducting various types of tests on our products. 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 product specification for the Research & Development team
- Test, evaluate and provide technical feedback on new product prototypes
- Assist with the coordination of the Final Random Inspection Process (FRI), review completed FRI reports and provide feedback to the team
- Provide quality standard requirements for each product in development
- Reduce product development time by providing real-time feedback and analysis
- Provide recommendations of quality gaps/improvements within Stage-Gate process
- Research and gather data from vendors, ensuring that all information and specifications are correct
- Technology research

Current Product Improvement

- Drive technical changes and continuous improvements through product analysis and engineer change improvements by conducting root cause analysis and implementing solutions
- Communicate with vendors to improve product quality and reduce defect rates

- Work with Customer Experience and Returns to identify product improvements
- Upload and maintain Quality Assurance records
- Direct resolution to quality problems
- Supply corrective action to vendors
- Quality assurance testing golden samples
- Coordinate production inspection with inspection company
- Arrange for the return of defective items to partners for root cause analysis
- Create, present, and provide recommendations on return/defect rates reports, product improvements, customer experience call drivers and other related documentation

Qualifications:

- College diploma or university degree in a related field
- 1-2 years product testing experience (electronics hardware)
- Previous experience in an administrative role required
- Proficiency using Microsoft Office
- Intermediate Microsoft Excel knowledge an asset (for example, INDEX, IF Statements, VLOOKUP, MATCH, Pivot Tables)
- Proficient level of written and verbal communication skills required for successful job performance
- Follows privacy policies to frequent access to confidential or sensitive information
- High-level problem-solving skills with the ability to make frequent strategic recommendations
- 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!

