



## POSITION DESCRIPTION

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**TITLE:** **Quality Support Representative**  
**Location:** Chatsworth, CA

**HOW TO APPLY :** Submit resume online at: [Align Aerospace Quality Representative](#).  
(Paper applications will NOT be accepted. ALL communication will be via email. In your email, please be sure to check your spam/junk folders.)

### **The Company**

Located in Chatsworth, CA, Align Aerospace is an internationally recognized leader and global supplier of hardware and related components to a broad range of aerospace original equipment manufacturers (OEM) and their subcontractors. Our professional trained and highly experienced staff are skilled at managing our supplier relationships and providing continuous support to our customers globally.

### **Position Description**

The **primary functions** of the **Quality Support Representative** position are to manage the customer flow down requirements, customer rejections, corrective action activity, portal issues, customer audits, and customer scorecards for assigned key accounts.

### **Primary Responsibilities**

- Investigate and resolve customer rejections and claims
- Provide corrective action and root cause analysis as needed
- Manage customer related issues, waivers, PPM, etc. via-customer portal.
- Work with the Sales/VMI team on customer related issues and requirements
- Work jointly with customers and suppliers on resolving supplier driven rejections
- Support the Inspection team on clarification of customer requirements and flow downs
- Quarantine defective stock while taking measures to ensure the issue is caught and resolved
- Support the Supplier Quality team on supplier corrective actions that pertain to your customer

### **Key Results:**

- Manage the daily customer claims in 48 hours or less
- Manage customer's quality rating on a monthly basis
- Prepare for and manage customer audits effectively

### **Requirements for this position include:**

1. Good communication skills
2. Ability to learn customer quality requirements
3. Capable of reading blueprints and specifications
4. Ability to inspect and validate product conformity
5. Ability to perform root cause analysis / corrective action
6. General understanding of SAP



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### **Rewards**

In addition to gaining invaluable experience and having the opportunity to create a legacy, the dynamic leader we seek will be rewarded with:

#### **Competitive Salary**

#### **Matching 401(k) contribution**

### **Exceptional Benefits**

- Medical Insurance
- Dental Insurance
- Vision Insurance
- Short-Term Disability Insurance
- Long-Term Disability Insurance
- Accidental Death and Dismemberment Insurance
- Life Insurance
- Flexible Spending Accounts (Medical and Dependent Care)
- Educational Reimbursement

Align Aerospace and its affiliate companies is an equal opportunity employer and considers all candidates for employment regardless of race, color, religion, sex, national origin, age, disability, marital status, military or veteran's status (including protected veterans, as may be required by federal law), sexual orientation or any other category protected by law.