



QAI Job Number: QAITULBM020322
JOB TITLE: Operations Manager
LOCATION: Tulsa, Oklahoma
NUMBER OF POSITIONS: 1
CATEGORY: Management

BACKGROUND:

QAI Laboratories provides certification, field evaluation, testing, and factory inspection services for a wide variety of regulated products including building products, plumbing components, electrical equipment, and factory built structures. Over the last decade, the QAI business has grown substantially and is now recognized as major player in most of the markets it competes in. The Tulsa location focuses on fire and physical testing of building products and performance testing of plumbing components to support certification of these products.

Successful candidate for this role would be a talented and motivated individual, with a minimum 10 years of experience related to laboratory management or product compliance, to fulfill the following tasks at our office located in Tulsa, OK.

DUTIES: Under direction from the Vice President of Operations:

- Overall leadership of the branch location
- Responsibility for financial performance of the location, assess and analyze budgets in order to minimize expenses and maximize profits
- Responsibility for management / supervision of the operation and employee's
- Responsible for overall client satisfaction
- Recommends capital expenditures
- Recommends areas for growth, develop plans and budgets for expansions, as approved
- Assist in matters of accreditation
- Local responsibility for document control, quality, and safety requirements
- Experienced in building strong teams, by inspiring and motivating employees to perform at their best
- Ability to respond quickly to shifting reality and adjust initiatives and priorities accordingly
- Recommends local hiring, promotion, discipline, and training of employees
- Responsibility for maintaining competency in testing standards
- Ensures quality management system policies, procedures and work instructions are followed.
- Works with sales manager and sales representatives to develop existing and new business and assist with quotations
- Cooperate with QAI's network of laboratories, engineer support, and sales representatives spread throughout USA and Canada.
- Other duties as assigned by the VP of Operations or its designee

QUALIFICATIONS: The successful candidate will, as a minimum, have:

- Bachelor's Degree in a relevant technical field, or equivalent work experience
- 5+ years' experience in a management or supervisory role. Ability to manage a team autonomously and uphold company values and integrity.
- 5+ years' experience working in a relevant testing field
- Demonstrated history managing diverse teams
- Demonstrated history of effective problem solving, planning and decision-making skills
- Experience managing a P&L
- Experience creating strategic plans and supporting business development
- Excellent written/oral communication skills.
- Advanced knowledge of MS Word, Excel, and PowerPoint.
- Ability to work in a fast-paced environment



The following additional skills are preferred:

- Experience working in an ISO 17025 accredited testing lab
- Knowledge of USA and international building product standards and codes
- Registration or ability for registration as a Professional Engineer (P.E.) is useful but not mandatory
- Understanding of certification (ISO 17065) and inspection (ISO 17020) accreditation requirements

Key Technical Competence:

- Strong leadership skills. Ability to effectively organize and manage a team of employees
- Multi-tasking, organization and flexibility to jump from priority to priority that are essential to a role that juggles a variety of functions and projects
- Knowledge of testing, inspection and certification procedures in the relevant business fields
- Sound knowledge of business requirements of the areas under supervision
- Able to identify resource requirements and communicate those requirements throughout the organization
- Able to communicate business and technical requirements to others under supervision
- Applies sound judgement to business and technical solutions
- Ability to develop and implement strategic plans and support business development
- Ability to manage a P&L statement to meet financial objectives
- Strong interpersonal communications, both internal and external
- Ability to collaborate with QAI's network of employees outside

ADDITIONAL INFORMATION:

- Candidates must hold a valid driver's license.
- Candidates must hold a valid passport, or be able to obtain a valid passport, and must be able to travel to local and international destinations.

Join our Team! *Learn, Develop, Grow!*

At QAI, you will have the opportunity to put your aptitude, experience, knowledge, and desire to learn to the test. We make a difference in people's lives through the work we do as a top-notch Product Testing, Certification, and Inspection body whilst providing rewarding careers for our employees.

APPLYING:

The successful candidate will progress, subject to satisfactory performance, through a 3-month probation and training period. QAI Laboratories offers a competitive compensation and benefits package including base salary, extended medical, dental, and 401K matching programs.

Interested? Please submit your resume and cover letter at careers@qai.org. Applications will only be accepted when emailed in MS Word or PDF format and must have a job-specific cover letter. Please be sure to include the QAI job number in the subject line of your communication.

Check our other career opportunities on our website careers page: qai.org/careers.

Equal Opportunity Employer

QAI Laboratories is an Equal Opportunity/Affirmative Action employer. All qualified applicants will receive consideration for employment without regard to sex, race, color, religion, national origin, age, marital status, political affiliation, sexual orientation, gender identity, genetic information, disability or protected veteran status. We are committed to providing a workplace free of any discrimination or harassment.

NOTE: No sponsorship is available.