

**Department:** Operations

**Location:** Detroit, MI

**Reports to (job):** General Manager

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➤ **Position Summary**

**Operations**

Overall responsibility for ensuring total Client satisfaction for all aspects of assigned testing / support services operations. Directs a staff dedicated to meeting client and vendor testing, quality assurance needs, and product/sample processing from the physical receiving/log-in stage, testing, through preparation of detailed test data information packages and test report development. Oversee and ensure appropriate and effective testing capabilities and capacities in the region. Manage the assets of the organization and the accreditations of the lab.

➤ **Objective**

Provide leadership in assigned Lab with respect to day to day operations, technical support, and business development support by meeting financial budgetary objectives and providing customer satisfaction that meets and exceeds their expectations.

➤ **Major Roles & Responsibilities**

**Laboratory Management**

- Direct day-to-day activities related to the client request for testing, receipt of samples, and testing of client/vendor samples received on a daily basis.
- Schedule work through the laboratory to ensure that Turn-Around-Times (TAT) for all submissions, whether entered on a regular or rush basis, are maintained within standards.
- Monitor laboratory equipment to ensure that it is maintained and calibrated in sound working condition and continually operates at peak efficiency and accuracy. In addition, ensure that all equipment is used in accordance with proper safety procedures.
- Interact with other operations supervisors and managers on a daily basis, holding on-going discussions regarding test methods and adherence to standards and quality in accordance with industry, association and internal requirements.
- Responsible for annual reviews of direct reports, in accordance with HR standards and format, as well as reviewing and approving other staff reviews.
- Advise manager/director of operations of all staffing/recruiting and other resource needs for responsible departments and groups.
- Collaborate with HR pertaining to staffing, personnel development, training, and other people related topics.

**Sales Support**

- Working with service delivery and operations personnel, develop an understanding of client requirements and lead the site to meet those requirements
- Develop a personal relationship with key contacts at major accounts and oversee testing communications (phone, email, client visits, etc.) pertaining to test reports and interpretation of testing data, advising clients regarding possible reasons for pass/fail results, and offering resolutions where practical.
- Assist clients and vendors in selection of testing packages where necessary, offering supporting technical reasoning to meet their objectives.
- Work with operations manager, regional and global business partners to provide input in the development of a regional and site sales plan.
- Participate in the implementation of new business to ensure a seamless start-up for the site.

**Technical Support and Governance**

- Work with global counterparts in assigned Service Line in the development and implementation of related test methods and test packages to meet client expectations at the site.
- Instruct staff in new or revised test methods and standards, new technologies and use of new equipment and materials. Interpret technical information, problems and issues for staff as required, ensuring a clear understanding of their objectives and direction.
- Responsible for the effective and timely resolution of technical issues and problems related to the site. Support any regional need as requested whether internal, among sites, or client based.
- Monitors changes in region regulations or industry standards and works with others in the operations, service and business lines to update or develop new methodology to ensure compliance with regional regulations or industry standards. Assist with the development of technical bulletins relating to product line topics in the region.

- Actively participate in regional and globally relevant industry, regulatory, and market associations that would benefit the region, global service line and division.
- Maintain a high level of technical competence and understanding through continual reading and review of various publications and other sources of technical information, including associations, ultimately transferring information to staff on a daily basis.
- Ensure that clients have direct access to technical expertise for site related testing.
- Provide technical support required to profitably grow the global business with region retailers and manufacturers.
- Provide site contribution for the development and compliance of methods, directives, correlation, etc.

### **Operations**

- Interact with site executive management, informing them of production status, problems, and other issues of importance.
- Responsible to ensure testing is consistent with division and service line policies, procedures and methods
- Develop annual operating and sales budgets, maintain strict adherence to departmental operating and capital budgets, manage costs and review results with Operations Manager monthly, anticipate and forecast potential issues, and develop plan to respond to changing market conditions, client requirements, and business priorities
- Control, maintain, manage assets and make recommendations for investment related to the organization
- Oversee use of the lab information management system, working with IT to ensure continual technical updates and operating accuracy, formally requesting changes that may improve operations.
- Monitor the work environment for safety hazards and promptly recommend or take actions to address any and all concerns in accordance with Safety Procedures.

### **Quality Assurance**

- Ensure all work is done according to standards protocols and methods, and that errors are addressed through formal Corrective Action Requests.
- Ensure that all policies and procedures including the maintenance of training, calibration, and testing records are adhered to.
- Ensure that all laboratory facilities and procedures meet the company quality standards as outlined in the "Consumer Products Division Quality Manual."
- Support quality and audit initiatives as directed and scheduled by Division Quality and service line Technical Services ensuring compliance to ISO 17025 Laboratory Accreditation as well as ISO 9001:2000 Quality System.
- Implement quality revisions and systems and procedures as agreed to with Quality.
- Monitor testing results and test reports on a continual basis, ensuring accuracy, completeness, and compliance to Client Program specifications
- Carry out correlation studies as required ensuring continual quality of testing.

### **Additional Responsibilities for Manager II:**

#### **Market Analysis**

- Monitor changes in regulations/compliance requirements and provide assessments and recommendations on future courses of action for the division and our clients.
- Assist sales effort to win new business by participating in all phases of the sales process, representing assigned testing area's operations, including technical presentations, proposal development, pricing, etc.

### **Additional Responsibilities for Manager III:**

- Provide support and reinforcement for the Global Lab Network to strengthen and improve the division's offering on a global scale
- Play a leadership role along with Business Development for the identification and development of growth opportunities outside of current offerings with existing and new clients
- Participate in site wide planning and development activities related to talent development and retention
- Provide strategic support with the positioning of the region's lab capabilities relative to changing market needs

### **➤ Key Performance Indicators & Metrics (Criteria for Performance Evaluation)**

KPI's for this role will be determined as part of the annual PMP process, but could include:

- Meet financial goal and objectives
- Meet established turn around time expectations for services rendered
- Achieve report accuracy standards including yield goals

- Ensure client satisfaction
- Achieve and maintain compliance with policies, procedures and ethics requirements
- Maintain workplace safety

➤ **Knowledge, Skills, Abilities**

- Expert knowledge of Automotive EMC Testing concepts, processes, and equipment and the demonstrated ability to implement them. Understanding of OEM requirements from Ford, GM and FCA. Technical aptitude, the ability to quickly assimilate and assess new information and develop plans to capitalize or react to it
- Familiarity with related Automotive E&E testing services such as Reliability, Wireless, Safety and International Homologation.
- Leadership and motivational ability, as well the ability to be proactive in anticipating and dealing with opportunities and problems.
- Financial prowess including sales and operations budgeting, P&L management, capital project preparation, etc.
- Client interaction skills: Demonstrated ability to work with customers, determine their requirements, secure additional business, define and assist in solving problems, and generally ensure their total satisfaction
- Problem solving skills including the ability to lead groups of diverse people through a problem solving process
- The ability to organize and prioritize daily activities and workload in a resource constrained environment
- Effective oral and written communications skills including the ability to deliver presentations to in-house and client/vendor audiences
- Strong skills as a team leader and ability to work well with peers.

**Manager II:**

- 4 year technical degree, preferably in electrical engineering or related discipline
- MBA or business experience desirable, preferably P&L experience
- 7 years of automotive industry related experience including progressive management positions
- 7 years in supervisory or laboratory leadership position
- Demonstrated experience in dealing directly with customers

**Manager III:**

- 4 year technical degree, preferably in electrical engineering or related discipline
- MBA or business experience desirable, preferably P&L experience
- 10 years of automotive industry related experience including progressive management positions
- 10 years in supervisory or laboratory leadership position
- Demonstrated experience in dealing directly with customers

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