



## Quality Systems Manager

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**Location:** Sydney, NS

**Term:** Permanent, Full-Time

**Anticipated Start Date:** As Soon As Possible

- *Join a company that has completely revolutionized custom manufacturing for engineers and designers all over the world.*
- *Be rewarded with a competitive annual salary and great benefits, including medical, dental, pension plan, and more.*
- *Live and work in Cape Breton, a wonderful community that has quick commutes, affordable homes on generous plots of land, beautiful scenery, and friendly people.*

### About the Opportunity

Protocase is currently seeking a **Quality Systems Manager** to join its team in Sydney, Cape Breton, Nova Scotia. We are growing rapidly and continually improving our capabilities and procedures to ensure we are offering our customers the very best in custom manufacturing in terms of speed, simplicity, and service.

In 2017, Protocase officially became **ISO 9001:2015 registered and AS9100D certified**, after more than a decade of deploying its own ISO-like quality standards system. To uphold our quality standards and procedures, we need a **Quality Systems Manager** to oversee and lead all aspects of maintaining our quality standards and certifications that we have achieved.

To thrive in this position, you must never lose sight of our goal to consistently make exactly what our customers require. The key to your ongoing success will be your ability to continually sort through data and details in a high-paced environment, and yet take a big-picture view to spot trends and deficiencies without getting too lost in the details. You must then come up with effective plans to fix deficiencies systemically and execute those plans.

### As Quality Systems Manager, your core duties will include:

- Making sure that our operations run smoothly and in compliance with all of the requirements of the AS9100D and ISO 9001:2015 standards
- Working with Process Owners to monitor and control QMS Key Performance Indicators
- Keeping an eye on emerging quality trends
- Making plans to fix quality issues systemically
- Executing plans to fix quality issues systemically

Above all else, you need to be proactive and communicative with all departments within the company to successfully maintain Protocase's quality standards, as they are essential to our continued growth.

### **Essential Skills/Qualifications:**

- Bachelor's degree preferred (Engineering, Business or a related field)
- Experience working within a manufacturing environment will be considered an asset
- Experience supervising others
- Ability to identify patterns in data which you can then use to develop procedures, implement action plans, and manage the execution of plans
- Ability to see and solve problems from both a high-level and low-level perspective (a "big-picture" thinker who isn't afraid to get dig into details from time to time)
- High levels of energy and enthusiasm with common sense to match

### **About Protocase Inc.**

Established in 2001, Protocase Inc. is a rapidly expanding company that focuses on combining advances in software with innovative manufacturing techniques to offer unique custom manufacturing to the engineering, design, and research industries. Using the expertise and dedication of 225 employees (and counting), Protocase is proud to have a client base of more than 14,000 customers throughout North America and around the globe. Customers include Boeing, L3, Raytheon, Google, Apple, Microsoft, NASA, MIT, and many more.

To learn more about the company, visit <http://www.protocase.com>.

### **About the Benefits:**

Besides a **total compensation package that ranges between \$51,000 and \$78,000**, you will also enjoy the following benefits:

- Medical, Dental, Life Insurance and Group Insurance Benefits at six months
- Two weeks' vacation (three weeks' vacation at three years of employment; four weeks' vacation at five years)
- Company Pension Plan at six months
- Cost-shared YMCA membership for you and your family at three months
- Regular social events, including team lunch & learns and staff parties
- Discounted tickets for Highland Arts Theatre productions
- Access to Protocase Skybox Suite for Screaming Eagles hockey games, as well as tickets for Highland Arts Theatre, Boardmore Theatre and Celtic Colours International Festival

Although our business is growing, our team remains supportive, inclusive and tight-knit. Continuous improvement has always underpinned our success and we actively foster an environment of open communication, creative collaboration and the sharing of ideas.

### **How to Apply:**

- Email your resume to [employment@protocase.com](mailto:employment@protocase.com) (please make sure to specify "Quality Systems Manager" in your subject line)
- Drop off your resume at our main building – 46 Wabana Court in Sydney, NS, between 9:30 AM and 4:30 PM