



## Quality Assurance Manager – Calgary, AB

Do you believe everything has a place and there is a place for everything? Is your clothing in your closet color coordinated? Did you notice the error in the movie Forrest Gump before anyone told you? (Apple Inc. sends a letter of thanks to Forrest for investing in the company, which was dated 1975. Apple Inc. was founded on April 1, 1976.) If you answered yes to any of these, then keep reading!

This is a full-time, permanent position, based out of Moncton, NB and reporting to the Technical Director. You will play a fundamental role in keeping our customers safe and pest free. You will be responsible for, but not limited to, compliance, performing audits, customer satisfaction, quality improvement, and performance statistics.

### What makes a great ORKIN QA Manager?

ORKIN Quality Assurance Managers play a fundamental role in keeping our customers safe and pest free. To be successful with us means you likely possess the following qualities.

- You thrive in fast paced environments
- You enjoy educating and advising customers on process and next steps
- Your ability to communicate clearly to a variety of individuals is unmatched
- You have a knack for details; nothing gets past you!
- You have worked in sales or service industries and thrive on work-based incentives.

### What can you expect on a typical day as a Quality Assurance Manager?

ORKIN's Quality Assurance team maintains our brand and completes a number of activities on a day-to-day basis. One thing is for sure, there is never a "typical" day with us, every day presents challenges our Quality Assurance department loves to tackle. Your day may consist of

- Provide guidance and support to field support in order to meet QA measures
- Work with clientele to ensure service optimization (audits, recommendations, problem resolution)
- Conduct internal audits as per company guidelines
- Laisse with client QA representatives
- Endorse and advocate company QSS (Quality Service Standards)
- Laisse with external customer auditors and operators to implement corrective actions per QSS
- Complete in detail and maintain customer specific QA control documentation
- Identify opportunities and needs for employee and customer QA Training



### **What do you need to qualify?**

To be considered for the Quality Assurance Manager role, we do have some requirements:

- 5 years combined work experience and/or post secondary education in Quality Assurance, Science, customer service, government regulations/guidelines/standards.
- Logical and detail oriented with a high degree of accuracy in a fast past environment.
- Able to shift priorities in a multi-tasking environment and keep on task with minimal supervision.
- Valid Pesticide Applicator License
- Able to interface directly with cross-functional teams and effectively communicate.
- High level of proficiency with Microsoft Office products.
- Valid Class 5 - Driver's License
- Travel throughout AB and other provinces as required.
- Will undergo a criminal background check and be subject to personality / cognitive ability testing and interviews
- Bilingualism is an asset.

### **ORKIN Incentives, What's in it for YOU?**

We hire the best and compensate our team members for achieving performance objectives

- Use of Company Vehicle, gas card, insurance, etc.
  - Base + bonus
  - Pension Plan
  - Health, Dental, Vision, Life Insurance and dependent life insurance.
  - Stock Purchasing Plan
  - Company phone
  - Dependent tuition reimbursement program
  - Opportunities for advancement
  - Award winning training
  - Referral bonuses
- And more!

### **How to apply:**

Please send your resume to Sean Rollo at [SRollo@orkincanada.com](mailto:SRollo@orkincanada.com)

*Orkin Canada is an equal opportunity employer and is committed to employment equity. Accommodations are available on request for candidates taking part in all aspects of the selection process.*