POSITION ANNOUNCEMENT
Quality Services Division

Director of Quality Services
Tacoma, WA

Responsibilities:

Based in Tacoma, Washington, the Director of Quality Services is a member of APA's executive management team and is responsible for formulating objectives, programs, policies, budgets, and procedures relating to certification, inspection, product standards, regulatory issues, quality assurance, safety and other related activities. The Director is responsible for keeping the Association in the forefront of developments affecting the compliance, end-use performance and recognition of APA certified products in a global marketplace. The Director may be called on to respond to common inquiries or complaints from customers, regulatory agencies, or members of the business community.

Responsibilities include but are not limited to:

- Report directly to the APA President, this position manages the Association's internationally accredited certification and inspection programs to North American and international referenced product standards.
- Provide leadership to ensure Association adherence to International Standards Organization (ISO) based product quality management systems for accreditation (ISO-17065), inspection (ISO-17020), and/or other related product quality management schemes (ISO-19067). This currently includes Association accreditation, auditing and recognition bodies in the United States, Canada, Japan, Australia, New Zealand and the European Union.
- Develop operations to certification schemes that establish procedures for implementing preventative, corrective action for nonconformities while operating within a high degree of impartiality.
- Provide technical arbitration in appeals, disputes, complaints, critical nonconformance consultation as required. Proactively identify and resolve quality and quality system problems.
- Consult with industry members and committee members on industry standards, Association policies, and other regulations and procedures and assist in the preparation of specific proposals as required. Interpret standards, specifications and regulations
pertaining to industry members’ products, as well as for distributors, specifiers and users.

- Liaise with external organizations with the objectives of maintaining knowledge of federal and state/provincial regulations as well as actively conducting cooperative projects to evaluate members’ products and their performance in end-use markets.

To perform this job successfully the individual must be able to perform each essential duty satisfactorily. The requirements listed are representative of the knowledge, skill, and or ability required. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

**Qualifications:**

The qualified candidate will have a bachelor’s degree in a technical field from a four-year college or university; three to five years related experience in manufacturing and/or training; or equivalent combination of education and experience as well as minimum two years’ professional experience managing projects and operations.

This position requires excellent time management skills, excellent judgment, analytical thinking and problem-solving skills. The ideal candidate is detail oriented, attentive and proactive with the ability to read, analyze, and interpret common scientific and technical journals as well as financial reports and legal documents.

This position may require the ability to give speeches or write articles for publications and strong presentation skills and writing skills are a must.

The qualified candidate will have a valid and active passport and be able to travel domestically and internationally.

*The following experience is preferred but not mandatory:*

Experience in industry or regulatory standards development or regulatory advocacy.

Leadership positions in professional committees, allied trade associations, or professional societies.

Knowledge of the North American forest products industry.

Experience in change management concepts such as LEAN or 6 Sigma.

**The Company:**

APA-The Engineered Wood Association is the premier industry trade association representing the majority of the North American producers of glued, engineered wood products. Our member companies represent 85% of structural wood panels,
80% of glulam beams, 70% of I-joists and 72% of laminated veneer lumber manufactured in the US and Canada. We provide testing and grade certification, publish and distribute technical literature, research new products and applications and support members in penetrating and expanding markets.

The average length of service for an APA employee is 12 years. We offer competitive compensation and a comprehensive benefits program including health, life and LTD insurance, paid leave and holidays, 401(k) retirement program, tuition and wellness reimbursement programs.

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