

## **Tonn and Blank Construction Job Description – Quality Manager**

Classification: Exempt, Full Time  
Supervisor: Director of Quality

### **Overview**

This job description is a general outline of the responsibilities for the position. The goal is to assist in defining the job description of the Quality Manager through the outline of his/her duties, authorities, and responsibilities. This position reports to the Director of Quality.

The Quality Manager is responsible for implementing and maintaining the company's quality program to ensure all projects meet established standards, expectations, and requirements. This role works collaboratively with project teams.

The Quality Manager shall work with the Project Managers, Field Personnel and Owners to ensure that the company resources are managed and coordinated in an efficient and professional manner on all projects in order to deliver the projects with the utmost quality, within budget and on schedule.

Understanding of the construction and the construction process is a key to the success of this position. Strong interpersonal skills are required. Individual must have acute skill in solving conflicts and crisis management.

Tonn and Blank Construction maintains an open-door policy and requires a teamwork approach with a sharing of responsibilities. Any candidate should be able to adapt and co-exist within this mindset and environment.

Tonn and Blank Construction is an Equal Employment / Affirmative Action Employer.

### **Experience/Education/Requirements**

- 5+ years of applicable construction experience
- Bachelor degree in a construction related field from an accredited institution of higher learning is preferred
- Successful drug, alcohol, MVR, and background checks
- Possess OSHA 10 certification
- Background in Quality Control
- Experience in testing and inspection for construction
- Willing to accept responsibility to acquire specialized training

### **Skills and Personal Attributes:**

Skills required:

- Comprehensive knowledge of the general construction industry
- Ability to identify, troubleshoot and resolve problems before they become major issues
- Basic knowledge of construction legal issues including contracts, standards, insurance claims and other related topics
- Ability to develop business relationships and networking contacts to increase the company's presence in the business community that results in new business opportunities
- Ability to handle multiple tasks while maintaining attention to detail
- Ability to handle multiple projects at the same time
- Ability to meet deadlines
- Knowledge of Microsoft Office Applications
- Excellent verbal, written, communication and computer skills
- Ability to interact with Senior Management
- Must be able to communicate and support company policies and initiatives

### **Job Description Detail**

Duties will include:

- Investigate quality issues promptly
- Collaborate with Project Managers, Superintendents, and subcontractors to address quality issues and implement corrective actions
- Analyze quality and warranty issues for cause and preventive measures in the future
- Elevate quality information to the Director of Quality
- Ensure all jobsites are inspected regularly and carefully review quality control checklist
- In the event of an incident resulting in property damage, must investigate and ensure timely notification to the insurance carrier
- Understand and maintain incident and failure information to analyze, determine cause, and develop quality control measures or training to prevent reoccurrence.
- Help analyze trends and determine if training and preplanning is required at the jobsites
- Participate in the job pre-planning meeting to establish quality plans for all new jobs
- Receive necessary training and continuing education needed to perform duties of Quality Manager
- Attend all required company meetings
- Verify company requirements are specified to subcontractors and vendors
- Participate in regular site visits to review quality of work and perform inspections
- Represent the company in a professional manner
- Comply with all company policies and procedures
- Maintain confidentiality of company and owner information
- Other tasks as assigned

### *Measures of Performance*

The Quality Manager shall be deemed to be performing in an acceptable manner when the following are accomplished:

- All sites are working in compliance of the Company Quality requirements
- All Quality documentation is accurate, complete, timely and current
- Incidents are below the national averages for our industry
- Quality issues are prevented or when issues occur, they are efficiently mitigated
- Company Quality performance and culture continually improves
- Quality Manager complies with all Tonn and Blank policies and procedures