

JOB DESCRIPTION

Job Title: Quality Control Manager
Department/Location: Operations/ East Coast/MCB Camp Lejeune, NC
Type: Full-Time
FLSA Status: Exempt
Reports to: Director of Live Training
Latest Revision: May 7, 2010

Responsible for performing quality checks at various training sites. Functional reviews will cover site program management and related support activities. Collateral duties will involve providing security related assistance to improve customer relations with site force protection activities and provide capability briefings to military units. Additionally, there may be periods of surge support activities where the Quality Control Management (QCM) would provide management oversight for role-player missions on/off site; and responsible for assisting in the execution of contracted Role Player and Support Services requirements. Position will report to the Director of Live Training.

Essential Duties and Responsibilities:

- Coordinate with the Director of Live Training and Regional Program Manager's (RPM) to execute the Quality Control Program; quality activities would cover site personnel and subcontractor personnel in the planning and execution of Role Player (RP) and Support Services.
- Coordinate with cognizant force protection agencies to ensure contracted security and base access procedures are being followed.
- Coordinate with Regional Program Managers to provide capabilities briefings to various DoD customers.
- As needed, manage on-site support staff and RP's during training missions.
- Coordinate with DTS Human Resource (HR) staff to implement, enforce, and resolve RP and support staff administrative issues.
- Enforce all corporate and government policies, directives, and standard operating procedures (SOP).
- Submit estimated pay rosters and time cards for Role Players/support staff. Maintain accurate work day time cards and ensure employees meet workday limitations and do not to exceed 12 hours per day.
- Assist the training, evaluating, and documenting DTS site personnel performance.
- Responsible for the collection of RP evaluations from Lane Controllers (LC's), review, counsel RP's as required; and input evaluations into RP database. Adverse reports need to be coordinated with RPM/HR prior to submittal to the database tracking system
- Monitor subcontractor performance and compliance with overall contractual requirements. Provide positive/negative feedback to Regional Program Manager and/or Director of Live Training as required.
- Travel required to various customer training sites.

Knowledge, Skills, and Abilities:

- Knowledge of Infantry operations/logistics at battalion level either directly, or indirectly
- Knowledgeable in using digital cameras, including hand-held and web cams
- Ability to manage multiple priorities
- Ability to write reports, business correspondence, & procedure manuals
- Ability to effectively communicate orally and in written format
- Ability to work in various outside environments that may include extreme heat or cold
- Ability to remain professional and cooperative under changing situations
- Able to interact between different cultures and make diverse cultures work together as a team
- Ability to pass a background check
- Ability to obtain a Secret clearance.
- Ability to travel to various locations in the United States
- Skilled in using computer systems and software; moderate level of proficiency using Microsoft programs (emphasis in Excel and Word) and email systems

Minimum Qualifications:

- Associates degree in business, finance, or management
- Ten (10) years military experience in a combat readiness or security related field. (in the rank of E-7/O-4 Preferred)
- Five (5) years supervisory experience
- Valid driver's license
- 5-year DMV driving record
- Four (4) years experience in using web-based data systems (Preferred)

Working Environment: Work is performed almost entirely at various indoor and outdoor field locations with hot and cold temperatures, exposure to natural elements (wind, sun, rain, etc.)

Physical Demands: Position requires good mobility. Must be able to move and work safely around office and field obstacles. Position requires the lifting of 25 lbs. Must be able to sit at a desk and operate a computer and other office equipment.

Preference Statement: Equal Opportunity Employer, F/M/D/V; Preference will be given to Ouzinkie shareholders in accordance with Title 43 U.S. Code 1626(g) and Title 42 U.S. Code 2003-2(i).