

QC OFFICE DIRECTOR
Full-Time – Monday-Friday 8AM-5PM
Salary DOE – Open until Filled

NATURE OF WORK: Under limited supervision, performs work of considerable difficulty directing the activities of the QC Office Department; performs related duties as assigned.

TYPICAL DUTIES: (Illustrative Only)

Directs all aspects of the QC Office Department, including sales, marketing, customer service, delivery, operations, production, quality control, packaging, and distribution;

- Develops and implements comprehensive plan for sales, marketing, website development, pricing strategy, etc;
- Coordinates operations across the department, including the Call-Center, Delivery Team, Warehouse, QC Toner, E-Waste Recycling, and Delivery Partnerships;
- Coordinates with other QC departments: Residential Services, Employment Services, and QC Learning;
- Hires, supervises, evaluates, and disciplines employees;
- Creates and supports employment opportunities for individuals with disabilities;
- Develops and evaluates safety policies and practices and ensures workplace safety;
- Evaluates program performance and ensures customer satisfaction;
- Coordinates and oversees staff training;

KNOWLEDGE, SKILLS, AND ABILITIES:

Knowledge of:

- sales, manufacturing, and distribution of office supplies, or related field;
- program management, including budgeting, and performance measurement;
- techniques of presentation development and public speaking;
- standard office practices, procedures, and equipment;
- business English, spelling, and report writing.

Skill in:

- leadership and providing direction and motivation to diverse team;
- use of web-based software tools;
- creating high quality marketing materials.

Ability to:

- create and maintain positive working relationships with employees, coworkers, clients, and outside agencies;
- follow written and verbal instructions;
- communicate effectively verbally and in writing.

MINIMUM QUALIFICATIONS: Bachelor's degree in Business Management, Communications or related field, and 2 years experience in e-commerce or business management; Or any equivalent combination of education, training, or experience which demonstrates the ability to perform the duties of the position. Must have a valid Arizona driver's license and clean driving record for the past 3 years. Must be able to obtain a Level 1 Fingerprint Clearance Card.