

Title: Quality Coordinator / Inside Sales

Company: Forecreu America, Inc.

Location: Chicago, IL (West Loop)

Status: Full-time

Global company with a small business culture, come join a dynamic team of result driven professionals. Team spirit and self-reliance are essential to thrive in our work environment.

Forecreu designs and manufactures hollow round bars with various types of steel and titanium, for use in surgical tools and implants. Approved by all major OEMs in the Medical Device industry, Forecreu has become a reference in the orthopedic, trauma and sports medicine markets.

Forecreu America, Inc. is the US subsidiary of Forecreu France where our two production plants are located. Our Chicago warehouse and distribution center supports our large customer base across the continent. We are the world leader of both central hole and multiple hole bars.

Duties & Responsibilities:

- Update quality documentation according to ISO standards including Quality Manual, SOPs, WIs, forms, etc.
- Implement & maintain the record management process, including creation, approval, review, archiving, disposal, and storage of documents.
- Coordinate and manage incoming claims including administrative support (documentation) and claim investigation to find solutions for the complaint.
- Initiate, review, and close Corrective Actions.
- Conduct internal audits and provide reports against ISO standards and regulatory compliance.
- Communicate on progress or escalate quality related issues with Corporate Quality Manager and/or Corporate Office.
- Inside Sales tasks: processing quotes, customer orders, and general sales reporting.
- Develop sales opportunities by communicating with customers to understand needs/requirements and answer questions within scope of responsibility.
- Communicate on progress or escalate sales related opportunities to Sales Manager.
- Support the company's general administrative activities.
- General clerical support: mail, filing, scanning, faxing, ordering office supplies, etc.
- Prepare weekly and monthly sales reports and communicate with Management.
- Ad-hoc projects as requested by Management.

Work Hours & Benefits: Typical workday is 8am-5pm Mon-Fri, benefits include medical, dental and vision insurance, company paid life insurance, paid vacation and holidays, 401(k) with company match, summer hours and discretionary year-end bonus.

Education & Qualifications:

- Associates Degree Required / Bachelor's Degree preferred
- 1+ years of work experience in Quality / Administrative / Inside Sales
- Ability to work autonomously & manage their time
- Exposure to ISO regulation of Quality Department
- Spanish and/or French speaking is a plus
- Technical understanding
- Customer focus and communication skills
- Willingness to be a team player and grow from within

You can now send your application (CV and cover letter) by email to :

Thomas Guéguen

General Manager Forecreu America

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