



Job Description

Page 1 of 2

Position Title: Quality Technician

Department: Quality

Location: Fort Smith, AR

Reports To: Transportation and Quality Manager

Revision Date: 4/28/2026

SUMMARY:

The role will be responsible for supporting both returns data entry and inspecting returned warranty units, identifying the root cause of failures, and ensuring accurate data entry for each unit. As a Quality Technician, you will play a critical role in maintaining our high-quality standards.

ROLES & RESPONSIBILITIES:

- Ensure customer returns and labor claims are processed in a consistent timely manner
- Uses ERP system to generate returns and process credits
- Write responses to customer requests in a courteous and reasonable manner
- Review incoming data to seek patterns of failures that can be used to drive root cause analysis
- Conduct counts of returned units and support data entry into ERP system
- Lift and inspect incoming returned turbochargers for failure identification
- Evaluate returned turbochargers using an internal grading system
- Inspect warranty units and identify the root cause of failures including using common mechanical tools to dismantle automotive parts for individual inspection
- Inspect and as needed repackage inventory
- Perform accurate data entry, including serial numbers, manufacturer details, and receipt dates
- Audit product against established standards to ensure it meets brand requirements
- Other tasks as assigned by leadership team

REQUIRED SKILLS & EXPERIENCE:

- Minimum of 1 years' experience in returns processing, product quality inspection or warehouse or factory operations
- Basic computer skills in excel, word and ERP systems
- Ability to read technical drawings and use basic measurement tools as needed
- Ability to safely lift up to 50lbs on a frequent basis (gears, chains, turbochargers)
- Strong analytical and critical thinking skills for root cause analysis and customer support

PREFERRED SKILLS & EXPERIENCE:

- Familiarity with automotive aftermarket warranty processing and retail operations
- Experience in the automotive aftermarket or industrial manufacturing industry
- Experience in moderate to difficult automotive repairs



Job Description

Page 2 of 2

EDUCATION:

High School diploma or GED
Automotive trade school certification a plus

WORK ENVIRONMENT:

Office, factory, and warehouse environment

EXPERIENCE:

- Minimum of 1 years' experience in returns processing, product quality inspection or warehouse or factory operations

PROGRESSION METRICS:

- Labor claims investigated and documented within 48 hours of receipt
- Claims documented completely within 24 hours of analysis
- Completed product audits on schedule

Career Path Visual

Quality Technician → Quality Technician II → Quality Team Lead or Quality Supervisor →
Transportation and Quality Manager → Director of Quality & Compliance → VP of Quality
Assurance and Warranty