



**Job Title: Quality Assurance Officer**

**Location: Koropi (Attiki)** -Commuting to work is available with Company Buses from Doukissis Plakentias metro station

As a **QA officer for nonconformances, complaints and CAPAs** you will be responsible for handling product nonconformities, problem reports and CAPAs from opening till the effective closure. We seek a highly motivated individual with strong interpersonal, communication and coordination skills to effectively execute the related processes ensuring that compliance and business needs are fully met. Efficient coordination of cross-functional teams and activities (R&D, Quality, Manufacturing, Service, Sales), effective communication with external parties (distributors, end users, competent authorities) and deep technical understanding of the issues involving various engineering disciplines, are key aspects of this function.

**Job Responsibilities:**

- Manage the end-to-end process of customer complaints including review and maintenance of complaint files and responses sent to customer
- Communicate with customers to gather information regarding the reported technical problems
- Initiate and coordinate the materiovigilance activities according to applicable regulations
- Handle non-conformities identified during the incoming inspection and manufacturing process, create reports, and communicate with suppliers as needed.
- Escalate nonconformances and complaints to CAPAs based on risk assessment and trending data
- Coordinate and prioritize the technical investigations and corrective actions performed by the engineering team
- Participate in technical investigations of complaints and nonconformities, the risk assessment and track the timely implementation of corrective and preventive actions
- Organize customer complaint and nonconformances review board meetings
- Generate, validate, and present various quality metrics pertaining to complaints and nonconformances
- Support the update of the risk management file of the products based on post-market surveillance data.

**Requirements:**

**Micrel Medical Devices SA**  
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- Degree in Electrical Engineering, Mechatronics, Mechanical Engineering, or relevant field of study
- 4 years of engineering, R&D or QA experience in regulated industry (e.g. medical device, pharmaceuticals)
- Working experience in complaint handling, formal root cause investigations or CAPA processes
- Good understanding of basic engineering principles in various disciplines such as system, software, electronics, and mechanical engineering
- Knowledge of ISO9001, ISO13485 or other quality management system
- Excellent inter-personal, written and spoken communications and abilities
- Strong project management skills
- Ability to work alone and with a team
- Having problem solving attitude
- Excellent written and oral communication skills both in English and Greek

#### **About us:**

Micrel Medical Devices is a rapidly growing medical devices company with strong presence in most European and world markets. MICREL designs, manufactures, and markets industry-leading ambulatory infusion pumps for a wide range of therapies such as parenteral nutrition and pain management. Micrel headquarters are based in Koropi, Greece. For more information visit [www.micrelmed.com](http://www.micrelmed.com)

If you are interested, please send your CV at [careers@micrelmed.com](mailto:careers@micrelmed.com), including the job title in the subject.