

Quality Controller Job Description

A comprehensive job description template
for manufacturing and production facilities

Company Name: _____

Location: _____

Employment Type: _____

Reports To: _____

Date: _____

DISCLAIMER

This template is provided for general informational purposes only and does not constitute legal advice. It is designed to reflect Australian workplace standards and manufacturing industry practices at the time of publication. You should review and tailor this template to suit your facility, applicable modern award and specific requirements. For complex situations, independent legal or HR advice should be sought. RosterElf Pty Ltd accepts no liability for any loss arising from reliance on this document.

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1. Position Overview

1.1 Position Title

Quality Controller / QC Inspector / Quality Assurance Officer

1.2 Position Summary

The Quality Controller is responsible for inspecting raw materials, in-process and finished products to ensure they meet established quality standards and specifications. This role involves conducting quality tests using various measurement instruments and visual inspection techniques, documenting inspection results and non-conformances, monitoring production processes for quality issues, and reporting findings to supervisors and management.

The position requires strong attention to detail and analytical thinking to identify defects, variations and potential quality problems. Quality Controllers work closely with production teams to prevent defects, implement corrective actions, and maintain compliance with quality management systems such as ISO 9001. This role is essential to ensuring customer satisfaction and maintaining the reputation of the organization through consistent product quality.

1.3 Reporting Structure

This position reports to:

- Quality Manager / Quality Assurance Manager
- Quality Supervisor / Quality Team Leader
- Production Manager (in some facilities)

1.4 Employment Type

This position is available as:

- Part-time (regular rostered shifts)
- Full-time (38 hours per week)
- Shift work may be required to cover production schedules

2. Key Responsibilities

2.1 Quality Inspection

- Inspect raw materials, components and packaging upon receipt
- Conduct in-process quality inspections during production runs
- Perform final inspection of finished products before dispatch
- Verify products meet specifications, drawings and work instructions
- Identify defects, non-conformances and quality variations
- Segregate and quarantine non-conforming products

- Approve or reject products based on quality criteria

2.2 Testing and Measurement

- Conduct quality tests using measurement instruments and gauges
- Perform visual inspections for surface defects and finish quality
- Use micrometers, calipers, gauges and other precision tools
- Operate testing equipment such as hardness testers or tensile machines
- Verify dimensions, tolerances and material properties
- Conduct sampling inspections per approved sampling plans
- Calibrate and maintain measurement equipment

2.3 Documentation and Reporting

- Record inspection results accurately in quality management systems
- Complete inspection reports, certificates and quality records
- Document non-conformances with detailed descriptions
- Generate corrective action requests for quality issues
- Maintain inspection logs and traceability records
- Report quality trends and statistics to management
- Ensure all documentation complies with quality system requirements

2.4 Standards Compliance

- Ensure products meet customer specifications and requirements
- Verify compliance with Australian Standards and industry codes
- Follow quality management system procedures and work instructions
- Support ISO 9001 or other quality system certifications
- Participate in internal and external quality audits
- Maintain awareness of regulatory and compliance requirements
- Implement changes to inspection procedures as standards evolve

2.5 Process Monitoring

- Monitor production processes for quality control issues
- Identify process variations that may affect product quality
- Collaborate with production staff to resolve quality problems
- Suggest process improvements to prevent defects
- Track quality metrics such as defect rates and yields
- Conduct root cause analysis for recurring quality issues
- Support continuous improvement initiatives

2.6 Communication and Coordination

- Report quality issues promptly to supervisors and production teams
- Communicate inspection findings clearly and professionally
- Coordinate with suppliers regarding non-conforming materials
- Provide feedback to operators on quality performance
- Participate in quality review meetings and discussions
- Liaise with customers regarding quality requirements
- Support training of production staff on quality standards

3. Required Skills and Attributes

3.1 Essential Skills

Attention to Detail

Exceptional attention to detail and ability to identify even minor defects or variations. Meticulous approach to inspection work ensuring nothing is overlooked. Ability to maintain focus and concentration during repetitive inspection tasks. Strong visual acuity and ability to detect surface imperfections and dimensional variations.

Analytical Thinking

Ability to analyze inspection data and identify quality trends. Logical problem-solving approach to determine root causes of defects. Capacity to interpret technical drawings, specifications and test results.

Understanding of statistical process control and quality metrics.

Technical Knowledge

Knowledge of quality inspection techniques and methodologies. Understanding of measurement principles and tolerances. Ability to read and interpret technical drawings and specifications. Familiarity with manufacturing processes and materials. Competence in using precision measurement equipment.

Documentation Skills

Excellent written communication for inspection reports and quality records. Accurate data entry and record-keeping skills. Ability to document non-conformances clearly and thoroughly. Competence using computer systems and quality management software. Organized approach to maintaining inspection documentation.

3.2 Personal Attributes

- High level of accuracy and precision in work
- Strong integrity and commitment to quality standards
- Reliable and punctual with good work ethic
- Effective communication skills with diverse teams
- Ability to work independently with minimal supervision
- Patient and thorough approach to inspection tasks
- Willingness to learn new inspection techniques
- Good organizational and time management skills

- Team player who supports production objectives
- Flexible attitude toward varying workloads

4. Qualifications and Requirements

4.1 Mandatory Requirements

- Basic computer skills for quality management systems
- Proficiency in using measurement equipment and gauges
- Ability to read technical drawings and specifications
- Good mathematical skills for measurements and calculations
- Strong written communication for documentation
- Physical ability to perform inspection tasks (vision, dexterity)
- Eligibility to work in Australia

4.2 Desirable Qualifications

- Certificate IV in Quality Auditing or Quality Systems
- Certificate III in Manufacturing or related field
- Previous experience in quality inspection or control
- Knowledge of ISO 9001 quality management system
- Training in statistical process control (SPC)
- Experience with specific industry standards (AS/NZS, ISO)
- Familiarity with measurement equipment calibration

4.3 Experience

Entry-level positions are available for candidates with strong attention to detail and willingness to learn. On-the-job training will be provided in inspection procedures, measurement techniques, quality systems and documentation requirements. Experienced Quality Controllers should demonstrate proficiency with measurement instruments, understanding of quality management principles, ability to identify and document non-conformances, and effective communication with production teams.

5. Working Conditions

5.1 Hours of Work

- Full-time positions typically 38 hours per week
- Shift work may include day, afternoon or night shifts
- Roster provided in advance as per award requirements
- Overtime may be required during peak production periods
- Flexibility required to cover operational needs

- Attendance at quality meetings and training sessions

5.2 Physical Requirements

- Standing and walking for extended periods during inspections
- Good visual acuity for detailed inspection work
- Manual dexterity for handling products and measurement tools
- Ability to lift and move products for inspection (up to 15-20kg)
- Bending, reaching and repetitive movements
- Ability to work in various production environments

5.3 Work Environment

- Factory or laboratory environment depending on facility
- May involve exposure to noise, dust or temperature variations
- Use of personal protective equipment (PPE) as required
- Working near machinery and production equipment
- Regular use of measurement instruments and testing equipment
- Compliance with workplace health and safety requirements

5.4 Dress Code and Safety

- Safety footwear required at all times
- Company uniform or appropriate work clothing
- Personal protective equipment as per site requirements
- Hair restrained and minimal jewelry for safety
- Compliance with site safety rules and procedures
- Professional appearance and hygiene standards

6. Award Information

6.1 Modern Award Coverage

This position is covered by the Manufacturing and Associated Industries and Occupations Award 2020 (MA000010). The award sets minimum pay rates, penalty rates, allowances and conditions for employees working in manufacturing facilities across Australia.

6.2 Classification Level

Quality Controllers are generally classified under the award as:

- Level C7: Quality Controller conducting basic inspections
- Level C8: Quality Controller with broader responsibilities and experience
- Level C9: Senior Quality Controller or technical specialist

The specific classification level will be determined based on qualifications, duties performed, level of responsibility and complexity of work.

6.3 Penalty Rates and Allowances

Employees are entitled to penalty rates for work performed:

- Afternoon shift: 115% of base rate (Monday to Friday)
- Night shift: 130% of base rate (Monday to Friday)
- Saturday: 150% of base rate
- Sunday: 200% of base rate
- Public holidays: 250% of base rate

Additional allowances may apply for specific duties, qualifications or working conditions. Refer to the Manufacturing and Associated Industries and Occupations Award 2020 for current rates and conditions.

7. Expected Behaviours

7.1 Professional Conduct

- Arrive on time for all shifts and ready to work
- Notify supervisor as early as possible if unable to attend
- Maintain confidentiality regarding company information
- Follow all company policies, procedures and code of conduct
- Represent the company professionally at all times
- Participate in quality meetings and training programs

7.2 Quality Standards

- Conduct thorough and accurate inspections at all times
- Follow approved inspection procedures and work instructions
- Maintain objectivity and impartiality in quality decisions
- Never compromise quality standards to meet production targets
- Report all non-conformances promptly and accurately
- Support continuous improvement of quality systems

7.3 Safety and Compliance

- Follow all workplace health and safety procedures
- Wear required personal protective equipment
- Report all safety hazards and incidents immediately
- Maintain measurement equipment in good condition
- Comply with quality management system requirements
- Support internal and external audit processes

7.4 Communication and Teamwork

- Communicate quality issues clearly and professionally
- Collaborate effectively with production and engineering teams
- Provide constructive feedback to support quality improvement
- Document inspection findings accurately and thoroughly
- Respect colleagues and maintain positive working relationships
- Support training and development of other team members

8. Application Process

8.1 How to Apply

Interested candidates should submit:

- Current resume/CV including education and work history
- Cover letter outlining relevant experience and skills
- Copies of relevant qualifications and certificates
- Details of experience with measurement equipment and quality systems
- Examples of quality documentation or inspection reports (if available)
- Contact details for at least two professional referees

8.2 Selection Process

Shortlisted candidates will be invited to:

- Initial phone interview to discuss experience and availability
- Face-to-face interview with quality manager or supervisor
- Facility tour to understand the production environment
- Practical assessment of measurement and inspection skills
- Reference checks with previous employers
- Induction and safety training before commencing

8.3 Equal Opportunity

We are an equal opportunity employer and welcome applications from all qualified candidates regardless of age, gender, cultural background, disability or other characteristics protected by law. We value diversity and are committed to creating an inclusive workplace that respects all team members.

Position Acknowledgement

I have read and understood this job description. I understand that my duties may be varied from time to time to meet the operational needs of the facility.

Employee Name: _____

Employee Signature: _____

Date: ____ / ____ / ____

For Manager Use Only

Manager Name: _____

Manager Signature: _____

Date: ____ / ____ / ____