



Job Title: Lead Removable Quality Control Technician
Location: Tampa, FL

Position Purpose/Overview

The Removable Lead will function as the go-to advisor for department escalations and management assistance.

This position is a combination of trainer of policies, procedures and SOPs, system/database administration, and clarification of prescription non-conformances prior to fabrication.

This position ensures that manufacturing teams receive complete prescription and work instructions to aid in proper fabrication.

The person for this position must specialize in Removable fabrication.

Responsibilities/Duties/Functions/Tasks

- Filter and communicate issues of concern to management team as necessary.
- Learn about DDS Lab's products and services and keep up to date with any changes.
- Communicate and manage expectations for work adherence and compliance, work order accuracy and achievement of service level.
- Evaluate case issues and provide alternative solutions in order to prevent remakes.
- Evaluated Error Tracking and Remake reports for training purposes and reduction.
- Work with employees below efficiency standards for improvement through audits, training and mentoring.
- Ensure call communications are properly documented in the customer relationship management system (CRM) including saving and attaching photos to case records.
- Maintain key performance indicators for call productivity, error rate reduction, allocation assistance and minimal backlog.
- Ensure that department emails are being addressed.
- Communicate both professionally and effectively to ensure cooperation and teamwork between technical consultation, Incoming and outgoing QC, customer service and off-site labs.

Qualifications (Experience, Education, Licensure, Certification)

- 10 years' experience as a Dental Lab Technician
- Previous experience as a supervisor is helpful
- Previous experience coaching and mentoring others
- Excellent typing and computer skills. Knowledge of Excel and Outlook are preferred
- Positive attitude and solution oriented are required

Special Position Requirements

- CDT preferred

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