



## OUR VALUES

Family	Ownership	Opportunity	Tomorrow
Authenticity, Teamwork, Integrity	Persistent problem-solver	Develop yourself, the team, and the brand	Ideas to build the future

## JOB OVERVIEW

**Job Title:** Quality Assurance Officer

**Department:** Production & Quality

**Duty Station:** Accra, Ghana

**Reports To:** Country Lead

**Contract Type:** Full-time

### Job Purpose:

This position requires the technician to provide technical support and ensure quality standards are maintained at Jibu franchises as well as coordinating quality audit programs and identifying areas of continuous development for all quality control processes, procedures and standards used at the franchises. The role requires hands-on involvement, persistence and adaptability to respond to the challenges and needs that arise day to day in a timely manner

**Supervision Received:** This position works semi-autonomously, receiving guidance and support from the Country Manager

### Duties & Responsibilities:

- Respond to technical service request from franchises swiftly and comprehensively
- Perform installations, maintenance and troubleshooting of the water treatment systems and the up-fit of the facilities that house them
- Implement and maintain operational and quality control processes
- Train, evaluate and ensure continuous development of local operators of the water treatment system
- Regulatory bodies *(manage certification process of production sites; ensure correct documentation. procedures, processes are in place to acquire required certificates...*
- Ensure adherence to Jibu quality standards and regulatory requirements through regular franchise visits and quality audits
- Support Jibu Co-ops in sample collection, and in performing root cause analysis and corrective actions
- Track and maintain accurate documentation on quality audit programs conducted at the franchises.
- Carry out regular reviews and analyses on the quality status at franchises and coordinate the implementation of the Jibu Quality Breach Policy
- Initiate root cause analysis for non-conformities and complete preventive/corrective actions such that franchises always maintain the highest quality standards
- Maintain accurate documentation on Jibu quality control process, procedures and standards and provide proposals for updates or development wherever possible.
- Ensure monthly targets are met and use agreed-upon KPIs to track performance

### Team engagement and company growth

- Be a supportive, dynamic, and flexible team member and coordinate well with other departments and functions
- Do not wait to be assigned a task but hunt for opportunities to bring improvements and support others



- Be honest, reliable and dedicated
- Bring the energy and stamina to go far with Jibu and join us in building a unique success story

## Experience Requirements

- At least 3 years of working experience
- Experience in water engineering, water production or any other related field
- Experience in dealing with regulatory bodies (GSA, FDA, EPA, etc)
- At least 1-3 years experience in supervising and leading small teams
- Is detail-oriented with a critical eye for both quality breaches and process improvements
- Is conversant with MS Word, Excel, and PowerPoint
- Is assertive and uses authority to communicate effectively
- Is a self-starter, able to think critically and solve problems on the fly
- Is creative, solution-oriented with a positive attitude and a sense for continuous improvement

## Culture Fit Criteria:

***At Jibu, we do not recruit based CVs only, we look for a candidate with the right attitude, hunger for success and talent.***

- A self-starter and initiator with an intrinsic motivation to perform
- Highly motivated to Get Things Done quickly
- Strong entrepreneurial and business instincts, backed with strategic thinking
- Perfect written and spoken English
- Able to represent the Jibu Brand and comfortably communicate decisions from managements to the franchise network

## Internal Interfaces:

- Ghana Country Team
- Ghana Franchise Network
- Jibu Global Team

## External Interfaces:

- Regulatory authorities (FDA, GSA, EPA, etc.)
- Customers, Retailers and Key stakeholders

**Interested? Please apply by expressing your interest and a link to your LinkedIn and your CV to [jobs.ghana@jibuco.com](mailto:jobs.ghana@jibuco.com) with the subject line.**