



**oriflame**

## Customer Complaint & Non Conformance Coordinator

*Oriflame is an international cosmetics company selling direct, with sales in 61 countries. Oriflame offers a complete range of high quality skincare, fragrances, colour cosmetics, toiletries and accessories, marketed through a sales force of independent sales consultants. Although the company has grown rapidly it has never lost sight of its original business concept – natural Swedish cosmetics, sold from friend to friend. Oriflame is a co-founder of World Childhood Foundation. Oriflame Cosmetics is listed on the Nordic Exchange.*

### The Person

We are looking for a good communicator, with excellent English knowledge. Proficiency in Russian would be an advantage but is not essential. This person should be able to work co-operatively and effectively with others to establish and maintain good working relationships. Travel is integral to the position, initially for training purposes, and later, for company business.

### Education and Professional Experience

The candidate should be a graduate in Science, Food Science, Pharmacy, Engineering or other suitable scientific discipline. The candidate should have a substantial Quality background, preferably within Cosmetics, Food or Pharmaceuticals, with 5-10 years experience in the field of Quality Assurance/Quality Control. Management experience is desirable. Comprehensive experience of non-conformance resolution and an understanding of Customer Complaint processing is desired.

### Job Specification and Responsibilities

- Work within the Non-Conformance Process, with other Oriflame functions, and finished product suppliers, to resolve product non-conformances.
- Ensure that corrective and preventative actions are taken, where necessary.
- Handle Customer Complaints to ensure that our customers receive timely feedback.
- Drive the implementation of our New "Customer Complaints and Claims IT solution".
- Communicate Customer Complaints and Non-Conformance trends and issues within the company to enable a process of continuous improvement.
- Work within the Quality team to develop and improve the Oriflame Quality System.
- Carry out finished product inspections, where necessary, at Oriflame's and at finished product supplier warehouses.
- Manage the First Production inspection process.
- Be an advocate of Quality values and policies, within Oriflame, and externally.

For more information regarding this position, please contact the hiring manager: Sean Monaghan, Senior Director – Global Quality Assurance at [sean.monaghan@oriflame.com](mailto:sean.monaghan@oriflame.com)

In order to submit your application, please use this link: <http://delta.hr-manager.net/ApplicationInit.aspx?ProjectId=61422&DepartmentId=3436&SkipAdvertisement=true>