



**Job Title: Quality Engineer, Complaints and Reliability**

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

**Micrel Medical Devices SA** ([www.micrelmed.com](http://www.micrelmed.com)) is a dynamic medical technology company, with global commercial presence, which is designing, manufacturing and marketing “smart drug delivery systems.” The company offers a full range of ambulatory infusion pumps and related disposables for a broad array of hospital and home-based patient treatments, such as Chemotherapy, Clinical Nutrition, Pain Management, Immunotherapy, Parkinson’s etc.

**Micrel Medical Devices SA**, is currently looking for a Quality Engineer, Complaints and Reliability to work to our Research and Development team.

**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
- Coordinate and prioritize the technical investigations and corrective actions performed by the engineering team
- Participate in technical investigations of the complaints, the risk assessment and implementation of corrective and preventive actions
- Organize customer complaint review board meetings
- Initiate and coordinate the materiovigilance activities according to applicable regulations
- Communicate within the organization and customers the containment, corrective and preventive actions
- Prepare final reports - answers to customer complaints
- Generate, validate and present various quality metrics pertaining to complaints and product reliability
- Update the risk management file of the products
- Support R&D team in product reliability testing

**Requirements:**

- Mechanical Engineering, Electrical Engineering or other engineering degree
- 4 years of engineering, R&D or QA experience in regulated industry (e.g. medical device, pharmaceuticals)
- Knowledge of ISO9001, ISO13485 or other quality management system

**Micrel Medical Devices SA**

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- Excellent inter-personal, written and spoken communications and abilities
- Excellent speaking and writing in English
- Strong project management skills
- Ability to work alone and with a team
- Having problem solving attitude.

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