



# **HINO MOTORS MANUFACTURING U.S.A., INC.**

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**DATE:** 04/05/2018

## **POSITION DESCRIPTION**

**HINO TITLE:** Field Quality Specialist

**MARKET TITLE:** Quality Assurance Specialist, Field Quality Assurance Specialist, Field Service Technician – This position contains duties of all 3.

## **JOB DUTIES:**

Hino Motors Manufacturing U.S.A., Inc. the commercial truck division of Toyota is seeking a Field Quality Specialist for its Detroit Headquarters facility located in Farmington Hills, MI. Hino Motors offers a competitive wage and benefits package.

### **Responsibilities include**

- \* Analyze Quality issues reported in the USA and Canada regarding Hino Conventional and COE vehicles.
- \* Perform Teardown and investigation of field returned parts to aid in root cause analysis.
- \* Review and organize warranty data as it relates to quality problems
- \* Visit manufacturing facilities, and dealers to evaluate vehicles and collect quality data.
- \* Write trip evaluation reports comprehensively describing and quantifying problem conditions.
- \* Identify, quantify, and analyze product problems of in-use vehicles.
- \* Assist Engineers and Technicians in hands-on instrumentation of vehicles and engines.
- \* Organize and maintain vehicle test data from past and present activities.
- \* Develop Technical Service Bulletins (TSB's) and Tech Tips regarding product changes.
- \* Provide technical support for quality related projects, as well as other projects when necessary.

## **JOB REQUIREMENTS:**

### **Required Knowledge and Skill Sets:**

- \* Extensive experience with diesel engines, diesel engine technology, and related diagnostic software.
- \* High degree of mechanical aptitude and diagnostic skills required.
- \* PC skills including but not limited to Microsoft Excel, PowerPoint, Word and Microsoft Outlook required.
- \* Organized, highly motivated self-starter and be able to manage multiple tasks autonomously.
- \* Excellent communication skills, analytical skills, and the ability to work independently.

### **Experience:**

- \* 3-5 years' experience working as a diesel technician or similar field experience is required.
- \* ASE certification preferred.
- \* Previous experience working with a Japanese company helpful.

### **Education:**

- \* Bachelor's degree in Automotive Technology or related field is preferred but not required.

### **Other:**

- \* Position will travel up to 40% of the time, must have the ability to enter Canada.
- \* Passport is required for international travel including Canada.
- \* Position might require moving equipment up to 50 pounds or less.
- \* Position does not allow telecommuting and employee must be present in the office.

Hino Motors Manufacturing U.S.A., Inc. (HMMUSA) provides equal employment opportunities (EEO) to all employees and applicants for employment without regard to race, color, religion, sex, national origin, age, disability or genetics. In addition to federal law requirements, HMMUSA complies with applicable state and local laws governing nondiscrimination in employment in every location in which the company has facilities.