



TOYAL AMERICA, INC.

Position Summary

The Technical Administrator plays a critical role in supporting Toyal America's Technical and Quality functions by managing ISO 9001 documentation, product certifications, compliance records, and key system data. This position serves as a central coordinator between Technical, Quality, Operations, Sales, and customers to ensure documentation accuracy, regulatory compliance, and efficient information flow.

The role requires strong organizational skills, technical aptitude, attention to detail, and the ability to manage multiple priorities in a fast-paced manufacturing environment.

Core Responsibilities

Quality Management System (ISO 9001) Administration

- Maintain and support the company's ISO 9001 Quality Management System in alignment with internal procedures and certification requirements.
- Administer document control processes, ensuring all procedures, work instructions, forms, production records, and quality documents are current, approved, and properly archived.
- Manage the digital document control platform (company intranet), ensuring controlled distribution, revision tracking, and version accuracy.
- Coordinate document reviews and approvals with department owners.
- Support internal audit scheduling, preparation of audit documentation, and follow-up on corrective actions.
- Assist in maintaining employee training records and quality-related competency documentation.
- Ensure compliance with document retention policies and audit traceability standards.
- Support continuous improvement initiatives related to documentation efficiency, system automation, and process streamlining.

Product Certification & Compliance Documentation

- Prepare and issue Certificates of Analysis (COA) and review product test data and compare against customer specifications prior to shipment release.
- Design and modify certification templates and forms to meet customer-specific requirements.
- Maintain Safety Data Sheets (SDS) for all company products and distribute upon request.
- Coordinate updates to SDS and technical data sheets (TDS) as required by regulatory or product changes.



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ERP & Data Management (RAMCO Power User)

- Serve as a primary user of the RAMCO ERP system within the Technical/Quality function.
- Maintain and verify accuracy of product specifications, raw material data, and certification data within the ERP system.
- Support data integrity between production records, quality testing results, and customer documentation.
- Generate reports and extract data to support technical reviews, audits, and management analysis.

Raw Material & Production Documentation

- Manage and file raw material receiving documentation to ensure traceability and compliance.
- Verify documentation completeness for incoming materials in coordination with Quality and Operations.
- Maintain quality filing systems (digital and/or physical) for efficient retrieval and audit readiness.
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Sample Coordination & Customer Support

- Coordinate preparation and shipment of customer samples.
- Serve as a point of contact for customers regarding technical documentation requests.
- Collaborate closely with Sales and plant personnel to ensure timely and accurate responses to documentation needs.

Qualifications

Education & Experience

- High School Diploma required; Associate or Bachelor's degree preferred (Business, Technical, Quality, or related field).
- 3–5 years of experience in a manufacturing, technical, quality, or document control environment preferred.

Technical Skills

- Strong proficiency in Microsoft Office (Word, Excel, Access).
- Experience with ERP systems (RAMCO preferred).
- Working knowledge of ISO 9001 requirements and document control processes.
- Understanding of certification documentation, SDS management, and regulatory compliance preferred.

Competencies

- Exceptional attention to detail and accuracy.
- Strong organizational and time management skills.
- Ability to manage multiple priorities with minimal supervision.
- Strong written and verbal communication skills.
- Customer-focused mindset.
- Analytical and process-oriented thinker