



## Quality Assurance Manager

**Authority:** Reports to: Chief Executive Officer/President of Operations  
Direct reports: Quality Assurance Supervisor (QA Document Control; Lead QC Tester)  
Position backup: QA Supervisor; Supply Chain Manager

**Mission:** *To lead the continued success of our food safety compliance and quality management system, ensuring a consistent, high-value, and safe product for our global customers.*

### Quality System Management (50% time utilization)

- Manages the SQF quality system, responsible for the overall continuous improvement of the system.
- Performs the duties of SQF Practitioner, as outlined in the SQF code.
- Identifies, tracks, and reports measurements of quality.
- Serves as the company point-person to resolve customer complaints, inquiries, and requested quality documentation.
- Develops systems for customer complaint tracking and trend analysis.
- Leads the root cause analysis of internal quality problems and develops tools to improve our root cause analysis capability throughout the plant.
- Develops and manages analytical testing methods and equipment for continuous improvement.
- Conducts key vendor (hullers, etc.) quality audits.
- Oversees internal audit processes (SQF, HACCP, sanitation/GMP).
- Oversees the quality management system document control program.
- Designs and implements training programs and initiatives to promote quality consciousness among employees.
- Analyzes daily quality deviations and initiates appropriate remedial actions, such as product holds, reworks, and retests.
- Assists in the determination of disposition of all raw materials, packaging, and finished goods holds.
- Communicates significant quality issues and corrective actions to the Leadership Team.

### Supervision & Staff Development (20% time utilization)

- Coaches, develops, and serves as resource to direct reports through informal feedback discussions, team meetings, and 1-on-1 meetings.
- Develops and monitors annual development goals for QA staff members.
- Develops and counsels employees about job performance expectations; performs corrective actions as necessary.
- Monitors the quality and productivity of daily work assigned.
- Conducts annual performance appraisals with direct reports.
- Develops QA department staffing plans sufficient to meet the growth requirements of the company.

### Regulatory Compliance (15% time utilization)

- Oversees compliance of all federal, state, and local food regulations as well as customer order standards.
- Oversees basic product and facility compliance (GMP, HACCP, recall/traceability, pest control, etc.)
- Monitors changing FDA and USDA regulations which would affect the plant and prepares the organization for implementation.
- Oversees all customer and other third-party GMP audits (e.g., SQF, Silliker).

### Planning & Professional Development (10% time utilization)

- Creates long-term goals and action plans for the company's quality function, given our growth objectives.
- Schedules and prepares for regular 1-on-1 meetings with CEO/Pres for planning purposes.



- Attends and prepares for weekly plant tactical meetings.
- Attends relevant educational and industry events to remain current on trends and developments.
- Fosters industry relationships and networks appropriate for the role.
- Creates and executes a personal action plan for continued personal growth and professional development.

#### **Administrative & Miscellaneous (5% time utilization)**

- Reviews and approves department invoices.
- Reviews and approves QA department timesheets in a timely manner and follows up for any timekeeping corrective actions before submitting to payroll.
- Devotes sufficient time to meet other administrative requirements as they arise.
- Performs other duties as required to help the management team, including tasks that may be outside the normal QA function responsibilities.

#### **POSITION REQUIREMENTS:**

##### **Education & Experience:**

- Bachelor's Degree, preferably in a related field of science (e.g., Food Science, Food Technology, Chemistry, Ag Science, Biology,).
- A minimum of three (3) years progressive experience in food production and/or quality assurance, preferably in a high-speed agricultural food processing facility.
- Supervision of a QA team in a food plant is preferred.
- Conversant in Spanish is desirable.
- Experience with leading food safety/quality audits by outside entities.

##### **Knowledge & Skill:**

- Must have knowledge of creating and/or managing quality systems (e.g., ISO, Six-sigma, TQM, Vendor Partnerships, etc.)
- Leadership style must be congruent with Company core values.
- Written and oral communication skills must be excellent.
  - Must be able to clearly and briefly communicate facts, unknowns, risks, consequences, and action plans related to events that affect food safety and quality.
- Must have the ability to work with diverse groups with varying levels of expertise, education, and backgrounds. Must be equally comfortable building relationships, and communicating with senior management, peers, direct reports, and production-floor employees.
- Exceptional organizational and management skills are required, including:
  - The creation and use of measurement systems
  - Creation and effective management of teams and team structure
  - Effective delegation, coaching and follow-through
  - Disciplined time management and prioritization skills
  - High expectations and abilities to create orderliness and predictable processes.
- Highly developed interpersonal and team-building skills are required. Must be adept at influencing situations and creating win-win outcomes with suppliers, operating departments, and other constituencies.
- Demonstrated ability to improve performance through leading teams as well as individual contribution.
- Solid skills in statistics, use of computers, math, microbiology, and chemistry are required. Excellent research and analytical skills.

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