

# QA / Technical Services Manager

## Produce Careers Inc.

Job #32106 – Washington State

The QA/Technical Services Manager is responsible for managing compliance with all food safety and food quality programs. Position implements, maintains, and improves best in class quality practices; provides technical expertise and support; and prepares, leads, and responds to corrective actions of regulatory, third party and customer driven audits.

This position works closely with lab employees, plant staff, corporate Quality and Food Safety, external vendors, auditors, and regulatory agencies.

### Essential Functions:

1. Managing compliance with all regulatory and company-defined food safety and sanitation standards, systems, procedures and practices. Maintain an effective and compliant HACCP program. Ensure effective Trace-Recall system and protocol. Write and review plant policies and procedures in regards to food safety and food quality programs.
2. Ensure food security/safety programs are effective and manage emerging issues, as necessary.
3. Provide risk assessment analysis. Manage issues with non-conforming product to ensure proper control, minimizing losses and providing analysis to eliminate future occurrences.
4. Conduct sanitation and product safety and quality inspections. Ensure the facility meets all regulatory, sanitation and product safety guidelines. Provide technical expertise to resolve problem areas. Serve as a liaison to external auditors.
5. Provide leadership and supervision of plant quality and lab staff. Manage goals and objectives for staff. Provide formal and informal feedback through coaching, monitoring and evaluating job results.
6. Lead the quality improvement effort within the facility. Establish and maintain key product requirements including analytical and sensory. Review, investigate and respond to consumer complaints. Use plant specific consumer complaint information to develop quality improvement focus areas.
7. Collect, analyze, and interpret in-process and analytical data to measure quality goals and initiate action for quality improvement. Daily and shift quality paperwork as completed by operators and technicians. Assist production with identifying key metrics for in-process quality and food safety control through defined procedures and best practices. Create and/or review complaints and other reports and address issues. Communicate findings that affect the safety or quality of products.
8. Establish and maintain ingredient and packaging quality management programs and ensure that a calibrated sensory program is in place for the facility.
9. Educate plant staff in the fundamentals of basic food chemistry, basic applied statistics (SPC), GMP's, HACCP, Allergen, Food Defense sanitation and regulatory updates and requirements.
10. Manage department budget and resources. Continually seek and implement cost savings and productivity improvement projects.
11. Have regular attendance and work appropriate number of hours to get the essential functions completed.
12. Perform under the Working Conditions described below.

### QUALIFICATIONS FOR ENTRY:

#### KNOWLEDGE OF:

- Principles and practices of food processing, manufacturing, and packaging.
- Solid knowledge of food safety and food quality standards (regulatory and customer).
- Some plants may require understanding of the processes from raw fruit receiving to shipping.
- Principles and practices of advanced math and statistics.
- Working knowledge of quality auditing.
- Pertinent Federal, State, local, and company laws, codes, regulations, policies, and procedures applicable to the quality and safety of foods.
- Knowledge and understanding of current SQF code.
  
- Thorough understanding of FDA and/or USDA inspected manufacturing facilities.

#### ABILITY TO:

- Effectively manage and lead multiple projects with multidisciplinary teams toward a shared goal.
- Conduct risk assessment analysis and cause/correction action reviews to resolve quality issues.
- Effectively facilitate workgroups and meetings toward a shared goal.
- Accurately document standard operating procedures.
- Read and interpret documents such as safety rules, operating and maintenance instructions, regulatory and procedure manuals.
- Maintain confidential and sensitive information.
- Think creatively and strategically in order to drive organization-wide results.
- Gain cooperation through discussion and persuasion.
- Identify, research, and analyze problems, identify alternative solutions, and project consequences of proposed actions.
- Gather, evaluate, and interpret information.
- Effectively organize, plan, and execute.
- Use computers and computer software including word processing, spreadsheets, and databases.
- Meet behaviors established in the company's performance management and development process.

#### EXPERIENCE, CERTIFICATION/LICENSES, AND TRAINING:

- A Bachelor's degree in Microbiology, Food Science, Chemistry, or closely related field.
- Minimum of 3-5 years of quality systems management experience in a food manufacturing environment.
- HACCP and SQF practitioner's certification are required.
  
- Acidified Foods Certification may be required for some plant locations.
- Experience in Thermal Processing is desirable.
- Experience in Lean Manufacturing/Continuous Improvement is a plus.

#### WORKING CONDITIONS:

- Constantly works in an office, lab, or manufacturing/plant environment, and occasionally has exposures to outdoors environment
- Constantly deals with highly confidential information
- May constantly work under tight time constraints or with business activities of a seasonal/cyclical nature
- May frequently travels, including overnight stays, to other worksites, for off-site meetings, and for training purposes
- May frequently work with dissatisfied or angry customers
- May frequently work from home
- Physical requirements of the job:
  - Frequently lifts up to 10 pounds and may occasionally lift up to 50 pounds
  - Vision requirements: Constantly uses near vision, far vision, color vision, and depth perception
  - Constantly talks, types, uses repetitive hand motions, listens/uses hearing, and/or sits
  - Frequently stands, walks, and/or drives
  - Occasionally climbs, lifts, crouches, pulls, kneels, reaches, pushes, stoops, grasps, and/or crawls
  - Types of exposures encountered: Frequently has exposures to loud machine/equipment noise, toxic or caustic chemicals, odors or fumes, extreme heat/cold temperatures, and/or electrical current and may occasionally have exposures to human blood and pathogens

Persons with disabilities may be able to perform the essential duties of this job with reasonable accommodation. Reasonable accommodation will be evaluated on an individual basis and depends, in part, on the specific requirements for the job, the limitations related to disability and the ability of the department/division to accommodate the limitation.

For more information/ to apply, contact Mark Teague, [Mark@producecareers.com](mailto:Mark@producecareers.com)