

Job title	<i>Quality Assurance Manager</i>
Department	<i>Quality</i>

Job purpose

Responsible for overseeing Quality Department and contribute to the overall long-term success of the organization. This role ensures that the HACCP program is properly maintained following regulatory guidelines and is representative of current conditions by making required changes in line with alterations to the plant, the process, or the product

Duties and responsibilities

- Manage, train and provide leadership to the Quality Assurance Department staff
- Manage outsourced Sanitation Services firm
- Interact effectively, constructively and productively with personnel at all levels within the organization
- Provide visible and committed Food Safety Leadership to the entire plant; maintain current knowledge of trends and ensure adequate resources to support plant needs
- Conduct and oversee Internal Audits and mock recalls; ensure that the facility is in compliance with Regulatory and Quality requirements (CFIA, USDA, Costco GMP, etc.)
- Oversee and ensure effective implementation and continuous improvement of all Food Safety and Quality Standards
- Act as the point of contact for CFIA matters requiring immediate corrective action
- Liaise with government agencies and 3rd party auditors
- Provide leadership role to operations during Food Safety and Quality investigations; primary individual to direct food safety investigation activities in the event of a food safety issue or product recall
- Assist, provide instructions and training to the production and sanitation teams relating to Food Safety and Quality
- Ensure documentation, corrective actions and follow-ups are completed for food safety or quality non-conformance issue
- Ensure current maintenance of HACCP and FSMA system in place to be in compliance with regulations
- Review customer complaints and consumer complaints, and approve or recommend final changes within responses to address root cause
- Primary participant in projects supporting new or modified products, new equipment installations, and quality improvements
- Provide leadership on process and new product development (R&D responsibilities)

Qualifications

- Degree or Diploma in Food Science, or comparable experience
- Self-motivated and passionate individual, who has a high sense of urgency, thrives with a wide variety of work and can deliver consistent results on multiple priorities
- Minimum 3-5 years of related Supervisory/ Management QA experience in a food manufacturing environment
- Strong leadership presence with the ability to mentor and coach
- Ability to manage and operate in high pressure situations
- Good interpersonal skills with the ability to work well in a team environment
- Ability to analyze issues and apply critical reasoning for problem solving
- Knowledge of HACCP principals, cGMPs, SOPs and SSOPs, Pest Control, Allergen Control & Recall programs
- Excellent communication and presentation skills both orally and written.
- Demonstrated ability to direct, coach, and train associates as well as plan, monitor and schedule work
- Lead 'best in class' behaviors with focus on food safety, quality assurance, and plant regulatory compliance
- Good oral and written communication skills
- Must be able to work independently as well as in a team environment
- Proficient in Word and Excel

Working conditions

Production Environment, potential for warm seasonal temperatures

Physical requirements

Lifting, carrying, pushing, pulling, reaching

Direct reports

QC Technician (2)
