

The QA Specialist is responsible for the investigation, documentation and closing out of customer/consumer complaints, creating finished product certificate of analysis, working with certification bodies for additions, changes, and deletions to certified products, and perform environmental swabbing. Including other duties as assigned.

Responsibilities

- FOOD SAFETY – Complaint Investigation, Environmental Monitoring.
- Responsible for timely investigation of and response to product complaints. This involves initiating and participating in investigations and corrective action arising from product complaints.
- Collaborates with Customer service personnel on customer complaints, certificate of analysis, and product certifications.
- Maintains current and complete complaint files.
- Performs collective analyses of product complaints and implant reports for trends and identification of potential corrective or preventive actions.
- Ensures documentation is compliant with certification bodies' regulatory requirements (Kosher, GFCO, etc.).
- Serves as liaison to certification body GFCO and Kosher auditors, inspectors and representatives.
- Works with sanitation and production to ensure compliance to Kosher and GFCO requirements.
- Tracks product certification approvals with GFCO and Kosher and communicate approvals and updates to R&D and Customer Service.
- Maintains the company's GFCO and Kosher certification files.
- As needed, participates in Corrective Action Preventative Action (CAPA) analysis to include the investigation of failures, problems or issues.
- Performs weekly environmental swabbing and track results and corrective actions, if applicable.
- Performs other related duties or ad hoc projects within the scope of responsibilities.
- Performs employee training activities related to the company quality program.

Requirements

- FOOD SAFETY – Notify management of any Food Safety issues.
- FOOD SAFETY – Aware of empowerment to act to resolve Food Safety issues within the scope of work.
- FOOD SAFETY – Conform to all Good Manufacturing Practices (GMP's).
- BA or BS degree or equivalents is preferred
- 5 or more years of relevant food industry experience
- Excellent written and verbal communication skills.

- Team oriented with the ability to work independently.
- Proficient in Windows platforms with various types of database applications (word processing, use of document templates, spreadsheet, page layout, styles, etc.).
- Bilingual (Spanish) a plus

Physical Requirements

- Ability to lift, push and pull up to a maximum of 40lbs.
- Hearing and visual ability to observe and detect signs of emergency situation required.
- Must be able to sit, stand, reach, bend and stoop for extended periods of time.
- Must be able to taste for sensory reviews.
- Must be able to climb stairs multiple times per day.

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