



JOB TITLE: QA Manager

RECEIVES DIRECTION FROM: CEO

Duties and Responsibilities:

- Ensure the company maintains Food Safety and Quality Assurance programs including but not limited to microbiological testing, Hazard Analysis and Critical Control Points (HACCP) programs, in-house and third-party audits, quality evaluations and compliance certifications;
- Implement corrective action initiatives ensuring food safety issues and concerns are resolved in a timely manner while minimizing customer risk, cost and production down time;
- Lead the pre-operation inspection process for ingredients and packaging. Verify that all sanitation, allergen and certification standards are met and resolved before production begins;
- Schedule, lead and document all internal, vendor, USDA, FDA and other third-party audits in a timely manner;
- Serve as the primary quality control resource in the factory for problem identification, resolution, loss reporting and continuous improvement;
- Manage and execute the training and development of team members on company programs and procedures related to sanitation, microbiology, pest control, allergen management, HACCP and GMP;
- Develop analytics on quality issues, trends and losses for reporting to management;
- Manage and document all internal control samples, testing, and record keeping to ensure completeness;
- Evaluate, improve, document and communicate QA SOPs, policies and improvement activities;
- Perform sampling of incoming raw products, finished products and plant environment for safety and quality;
- Oversee all compliant labeling and nutritional data and initiatives;
- Support investigation of customer quality concerns;
- Review COAs and testing results before product release;
- Review and maintain technical documents across a wide product line to support sales function;
- Develop strategies to effectively control quality of the companies' products.
- Oversee proper company and vendor managed warehousing procedures, including cold-store, in line with product expirations and quality standards;
- Manage and improve the quality and cost effectiveness of the equipment flush process
- Lead and manage the QA department including supervisors, technicians, and document control staff
- Own and continuously improve SQF certification and Food Safety Programs
- Ensure compliance with GMP, HACCP, allergen control, and sanitation standards
- Oversee customer audits, third-party inspections, and regulatory reviews
- Lead root cause analysis and corrective/preventive actions (CAPA)
- Analyze QA data and trends to recommend operational improvements
- Collaborate cross-functionally with R&D, Production, and Supply Chain

QUALIFICATIONS

- Certification in HACCP, PCQI,FSMA, GFSI schemes (SQF, ISO 22000, BRC, etc.) required.
- 5+ years' experience in quality, compliance and/or regulatory in a food, confectionary or beverage finished goods company
- Passionate about food safety and quality, and working in a team environment.
- BS degree in food science, chemistry or other related technical field.
- Strong attention to detail, and highly developed organizational skills are a must!
- Ability to identify and communicate issues and solutions within a fast-paced office and production environment.
- Working knowledge of HACCP, SQF Internal Auditing, SOP's creation, GMPs, FDA 21CFR Title 21/USDA National Organic Program (CCOF, QAI, etc.), Kosher, Fair Trade, B-Corp.
- Strong leadership and project management skills;
- Excellent oral and written communication skills in English required, Spanish a plus;
- Must be proficient with Microsoft Office Suite; experience using ERP systems is a plus.
- Strong knowledge of FDA/USDA regulations
- Proven ability to lead teams and manage cross-functional projects
- SQF Practitioner or PCQI certification preferred

WORKING CONDITIONS

- Office, Production and Warehouse setting.
- Must be able to bend and lift up to 30 pounds repetitively with or without reasonable accommodation
- Must be able to stand and/or sit for extended periods of time with or without reasonable accommodation
- Exposure to temperatures that range from freezing to sub-freezing (coolers, freezers, etc.) with or without reasonable accommodation
- Must be able to push, pull, squat, bend, and reach about and below shoulders; repetitive use of hands with or without reasonable accommodation

ALTERNATIVES

QA Technician