

POSITION DATA					
JOB TITLE:	Quality Systems Manager	JOB CODE:	21QSM	Rate:	\$85k - \$105k
DEPARTMENT:	Quality Assurance	REPORTS TO:	Plant Manager	FLSA STATUS:	Exempt
LOCATION:	Brockport	SUPERVISES:	Process Control & Product Quality Group Leaders		
JOB SUMMARY					
<p>Responsible for coordinating the facilities product quality systems to include food safety programs, quality improvement programs and product grading systems. Primary linkage between customer quality expectations and the facilities manufacturing systems. <i>Nortera Foods USA Inc. is dedicated to ensuring the safety of its employees, food products and meeting the requirements of the SQF 2000 code. As such employees must understand how their job description involves food safety and quality and meeting the applicable sections of the code. In the absence of the Quality Systems Manager the Regional Operations Manager with support from Corporate Quality Assurance, Quality Systems Supervisor, and the Sanitation Supervisor will ensure the integrity and adherence to the facility and regulatory food safety programs, and all applicable sections of the SQF code.</i></p>					
ESSENTIAL FUNCTIONS					
<ul style="list-style-type: none"> ▪ Responsible for the day to day management of quality systems. ▪ Responsible for assuring conformance to all requirements for product and packaging. ▪ Provide technical support and service to manufacturing in support of the operations objectives. ▪ Work directly with Corporate Quality Department to provide support and service to the region, as directed. ▪ Key member of the management team. Work closely with all department heads to ensure successful operations and achievements of facility objectives. ▪ Ensure all Federal, State and local food safety and regulatory requirements are met in full. ▪ Ensure that products comply with all specifications and requirements. Measure conformance and provide summary information to operations management regarding conformance. Maintain information systems with accurate and complete specifications at the facility level. ▪ Responsible for the overall management of the Quality Systems team, including hiring, training and development, assessment and motivation of staff; including conducting annual performance reviews of all direct reports and establishment of measurable objectives for all staff. ▪ Responsible for maintaining an effective Quality Systems hold program to correctly categorize and resolve all old age, off grade and non-compliance issues with inventory. Responsible for accurate, timely and effective dispositions and communications of held products, including product held in outside facilities ▪ Responsible for answering, maintaining and communicating to customers/companies information on consumer and customer issues, including consumer complaints, and customer non- conformance reports/contacts. Provided operations management with investigative assistance as well as ensures corrective actions are in place and successful for resolution of complaints/contacts. ▪ Provide leadership for the facility HACCP and food safety teams, including maintaining and monitoring all programs and documentation related to HACCP and food Safety. ▪ Provide leadership and guidance to all SQF facility requirements and audits. ▪ Provide support to the region as needed. ▪ Responsible for the health & safety management system to achieve established goals and provide a safe, efficient environment for all employees. ▪ Demonstrate a personal commitment to safety, and set a proper example at all times. ▪ Enforce and implement policies to establish a culture of health and safety ▪ Create and instill a positive work environment ▪ Report any food safety, health & safety, quality concerns to your immediate supervisor, (MANDATORY) 					
QUALIFICATIONS					
KNOWLEDGE, SKILLS AND ABILITIES	<ul style="list-style-type: none"> ▪ ___ Excellent organizational and communication Skills. ▪ ___ Computer Literacy to include Microsoft Office. 				

PHYSICAL DEMANDS	<p>The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.</p> <ul style="list-style-type: none"> ▪ Occasional lifting/carrying up to 40lbs ▪ Occasional pushing/pulling up to 40lbs. ▪ Occasional bending, squatting, twisting, climbing, crawling, reaching ▪ Frequent dexterity, standing, walking, sitting ▪ Constant typing ▪ Specific vision abilities are required by this job to include close vision, color vision, depth perception and the ability to adjust focus. <p>Appropriate work intensity level: Light</p>		
WORK ENVIRONMENT	<p>The work environment characteristics described here are representative of those an employee encounters while performing the essential functions of this job. Reasonable accommodations may be made to enable the individuals with disabilities to perform essential functions.</p> <ul style="list-style-type: none"> ▪ Normal office environment ▪ Noisy conditions ▪ Dusty conditions ▪ Hot or humid conditions ▪ Wet conditions ▪ Exposure to extreme/seasonal temperatures ▪ Exposure to chemicals or solvents ▪ Work near moving mechanical parts 		
EXPERIENCE	<ul style="list-style-type: none"> ▪ <input type="checkbox"/> Five years progressive experience in food safety/science supervision. ▪ <input type="checkbox"/> Five years experience in the food industry, specializing in fresh vegetable production, frozen vegetable repack, and distribution. 		
EDUCATION	Bachelor's Degree in Food Safety, Microbiology, or other related food science field		
APPROVALS			
REVIEWED BY:		DATE:	
APPROVED BY:		DATE:	
HUMAN RESOURCES:		DATE:	

The above statements are intended to describe the general nature and level of the work being performed by people assigned to this work. This is not an exhaustive list of all duties and responsibilities. Nortera reserves the right to amend and change responsibilities to meet business and organizational needs as necessary. A position description is written for each position in our company and maintained on file with HR. The purpose of these position descriptions is to define job standards and essential functions and physical requirements, as well as marginal or peripheral duties and reporting relationships for the various positions throughout our company. Employees may request a copy of their position description at the time of hire and whenever accountabilities change significantly. Position descriptions are designed to promote a better understanding of the total job for both employees and supervisors. Supervisors will refer to position descriptions during the recruitment and hiring process, as well as during performance appraisal discussion. Position descriptions are updated periodically to reflect changes in job duties and organizational structure. Employees should schedule time to meet with their supervisor if they believe their position description needs updating or if they have questions.