

JOB DESCRIPTION

JOB TITLE	Quality Program Coordinator
DEPARTMENT	Sales
TITLE OF DIRECT SUPERVISOR	Customer Service Manager
EMPLOYMENT TYPE	Full time, non-exempt

Position Summary: Self-starter that plans, develops, implements and manages quality control programs. The Quality Program Coordinator must be highly motivated and possess the ability to work effectively as a team player across multiple departments and maximizing continuous improvement.

Role Qualifications:

- Service existing customers and prospect customers with documents showing product specifications, lab test results, safety data sheets and other pertinent information.
- Be a liaison between sales, customers and vendors.
- Must address customer and vendor issues and ensure effective and long term problem resolution

Position Responsibilities:

- Develop a complete understanding of the product lines and equipment offerings available
- Work as a liaison between sales staff, customers, warehouse personnel, purchasers and product managers
- Provide timely and accurate documents for customer orders and product knowledge requests
- Process customer orders/changes/returns according to established department policies and procedures
- Work in conjunction with sales staff on customer new business quotes
- Maintain files of quality documents received from vendors and be able to supply them to customers or company personnel as needed.
- Work with Warehouse Manager and sales on product recalls.
- Obtain samples from vendors and the related quality documents before sending samples to customers.
- Act as an independent quality manager and sanitarian.
- Record GMP inspections and other programs related to food safety.
- Perform other related duties as assigned

Food Safety Responsibilities:

- HACCP
- Federal DOT HazMat regulations
- GMP policy
- Product recall procedures
- Emergency response plan
- Drum and tote return policy
- Product sample policy
- Cleaning and sanitation procedures
- Pest control procedures
- Health and hygiene procedures
- RMA, CAR and quarantine procedures
- Security procedures

- Bin procedures

JOB DESCRIPTION

JOB TITLE	Quality Assurance
DEPARTMENT	Sales
TITLE OF DIRECT SUPERVISOR	Customer Service Manager
EMPLOYMENT TYPE	Full time, non-exempt

Essential Skills and Experience:

- Time management – the ability to organize and manage multiple priorities
- Strong customer and food safety orientation
- Excellent interpersonal and communication skills
- Ability to work in a high paced environment
- Commitment to company values
- Basic computer proficiency
- Microsoft Word and Excel

Nonessential Skills and Experience:

- Customer service experience with an independent sales force
- Inside sales experience

The descriptions of responsibilities and work listed above are not intended to be all-inclusive and/or are for illustrative purposes.