



Title:

Quality Assurance Supervisor

Reports to:

Quality Assurance Manager

Job Purpose:

Responsible for managing quality assurance and quality control systems by ensuring products meet regulations/requirements and customer satisfaction

Key Responsibilities and Accountabilities:

- Ensure quality and safety are met throughout all levels of personnel and departments
- Comply and enforce the HACCP, GMP's, SOP's, and food defense plans and take proper measures when not compliant
- Monitor and record critical control points
- Verify and validate records and processes when required
- Conduct internal audits on a regular basis and participate in third-party audits
- Train, oversee, and assist the daily workflow of QC staff which includes clearly communicating expectations, verifying staff are appropriately trained, and maintaining QC staff schedules
- Inspect product and facilities to ensure they meet required specifications and take proper measures when not meeting quality or safety standards, including reporting issues to the quality assurance manager
- Oversee and maintain x-ray and metal detection equipment
- Assist quality assurance manager in maintaining QA programs (Pest Control, Mock Recalls, Wastewater Testing, etc.)
- Perform root cause analysis investigations for customer complaints, foreign material, and quality failures
- Oversee calibration, maintenance, and repair of QA equipment
- Review incoming orders, quantities requested, and supplies received against invoice and packing slip and document findings
- Maintain a supply inventory, which includes placing orders, storing supplies, and distributing supplies to their proper location
- Maintain safety data sheets (SDS) to ensure they are current
- Promote continuous improvement of workplace safety and environmental practices by ensuring the proper use and maintenance of equipment and supplies
- Work with supply chain in obtaining any required documentation
- Complete QC staff performance reviews
- Participate in meetings and bring forth ideas of improvement and issue resolution
- Performs other job-related duties as assigned

Physical Requirements:

- Prolonged standing/walking on concrete
- Prolonged exposure to cold working conditions
- Ability to climb steps
- May require pushing, pulling, and lifting up to 50 pounds

Education and Experience:

- High School diploma or equivalent
- Degree or previous experience in quality assurance field preferred
- Experience with GMP, HACCP, SQF and OSHA preferred