

**Title:**

Quality Assurance Manager

**Reports to:**

Corporate Quality Assurance Manager

**Job Purpose:**

The Quality Assurance Manager is responsible for managing quality assurance and quality control systems to ensure proper execution of products meeting regulations/requirements and customer satisfaction. The Quality Assurance Manager is responsible for overseeing the Quality Assurance staff and maintaining a system of quality and reliability.

**Key Responsibilities:**

- Organize and drive a culture that puts quality and safety first throughout all levels of personnel and departments.
- Promote continuous improvement of quality, workplace safety and general housekeeping.
- Train and manage the quality assurance (QA) staff to be engaged in creating quality and safety.
- Train, oversee and assist the daily workflow of QA staff which includes clearly communicating expectations, verifying staff are appropriately trained and maintaining QA staff schedules.
- Conduct weekly meetings with the QA staff and other departments to discuss hurdles and opportunities and bring solution focused ideas of improvement and issue resolution.
- Develop, improve and maintain programs and SOP's such as HACCP, GMP's, and food defense.
- Comply and enforce product specifications, HACCP, GMP's, SOP's, food defense, and food safety. Take proper corrective action measures when not compliant.
- Perform recalls, SQF assessments, and risk assessments to meet SQF and regulatory requirements.
- Responsible for Critical Control Point monitoring and record keeping.
- Responsible for verification and or validation of records and processes when required.
- Conduct internal audits on a regular basis and manage third party audits.
- Perform root cause analysis investigations for customer complaints, foreign material, and quality failures.
- Develop, implement, and enforce quality and safety standards to create a safe environment.
- Lead the SQF Practitioner safety meetings and documents minutes.
- Complete and deliver QA staff performance reviews.
- Oversee and maintain X-ray and metal detection equipment, calibration, maintenance, and repair.
- Manage supply inventory and place orders as appropriate. Review incoming orders, quantities requested, and verify supplies received against invoice and packing slip.
- Maintain safety data sheets (SDS) and ensure they are current.
- Complete QA Supervisors staff performance reviews.
- Assist with recruitment and hiring of team members.
- Ability to analyze data using computer skills to summarize, prepare, and present reports to leadership.
- Promote personal and company image throughout the community.
- 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.

**Qualifications:**

- Degree or previous experience in Quality Assurance field required.
- Experience with Good Manufacturing Practices, HACCP, SQF and OSHA required.
- Excellent written and verbal communication skills required.
- Proficient with Microsoft Office Suite (Excel, Word and PowerPoint) required.