

JOB DESCRIPTION

POSITION: QUALITY ASSURANCE SUPERVISOR

Department/Location: QUALITY ASSURANCE
Reports directly to: VP - QA
Supervises: Warehouse Technician, Laboratory Technician

BASIC PURPOSE OF POSITION:

Supervises and promotes the delivery of optimal Quality Assurance services and standards by ensuring all department protocols and procedures are in compliance.

ESSENTIAL JOB FUNCTIONS:

1. Provide technical supervision on all product categories to QA Specialists and Technicians.
1. Liaison between QA Specialists and QA Management and identify skill sets/expertise needed and recommend training and development as appropriate.
2. Supervise, develop and train QA Specialists and Technicians to improve efficiencies and identify areas of improvement.
3. Create and foster a climate of teamwork to work effectively with Programs Management, Procurement and our vendor partners to achieve synergy needed to effectively work as a team.
4. Evaluate and approve products and supplier manufacturing facilities per protocol.
5. Monitor products procured for Topco's members for compliance with Topco specifications and with applicable government regulations to ensure consistency. Evaluates QA Specialists categories as necessary.
6. Establish product monitoring programs for categories based on standard protocol that takes into account the inherent product risk and the supplier's quality performance.
7. Write, maintain and update product specifications that reflect all quality parameters for the products manufactured by Topco suppliers. Ability to interpret, analyze and apply Topco specifications with super understanding is essential.
8. Participate in the development of new products and improve or reformulate existing products as needed with Topco cross-functional teams.
9. Lead, create, write and update product protocols and procedures for product categories.
10. Conduct formal audits of products and suppliers in support of category reviews.
11. Coordinate and document all decisions, recalls, incidents with suppliers and products per standard protocols and procedures.
12. Provide technical expertise and product knowledge to vendors, members and Topco staff as required. Assist QA Specialists with training and guidance as necessary.
13. Work with outside testing laboratories as necessary and review results for superior understanding of products.
14. Prepare and participate in competitive product reviews and presentations as necessary. Actively assist in the preparation and conclusion of all meetings.
15. Promotes the effective running of the laboratory by maintaining clean and orderly work areas and proper rotation of sample inventories.
16. Applies superior knowledge during product investigations and resolves product issues and assists other departments as necessary. Develops strategies to correct/eliminate issues in the future.
17. Provides innovative ideas and leads projects in the QA department.
18. Works with other Specialists to gain knowledge of other product categories to create cross-functional groups.
19. Provides back-up to QA management as necessary.
20. Work closely with the regulatory team to maintain the highest level of regulatory compliance.
21. Performs other related duties as assigned.

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PERFORMANCE EVALUATION CRITERIA

Successful performance of these job functions should result in:

- Ongoing delivery to members of products that conform to Topco specifications.
- Standards for product/facility approval are completed.
- Appropriate approval or rejection of products according to evaluation results.
- Timely and current maintenance of specifications.
- Effective audits of member and competing products.

- Assistance with the development of new items.
 - Documentation is established and followed for all protocols and procedures.
 - Maintenance of clean and orderly working areas and sample rotation.
 - Prompt resolution of consumer and member complaints.
 - Provides leadership to other QA Specialists.
 - Ongoing high level of performance and productivity of department staff.
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QUALIFICATIONS:

Education:

- Bachelor's degree in Food Science, Food Technology, Microbiology, Food and Nutrition or another relevant discipline preferred. Master's degree desirable.

Technical skills:

- Superior knowledge of consumer product testing, laboratory procedures and statistical and quality sampling measures, or experience conferring equivalent skills.
- Superior knowledge of product/quality measurement skills.
- Ability to create and present QA information to a wide audience.
- Superior knowledge of all Microsoft applications. Microsoft Access knowledge a plus.

Previous experience:

- Minimum of four years' related experience with clearly demonstrated leadership skills.
- Experience working with FDA and USDA-regulated products. Knowledge of CPSC-regulated products a plus.

Other qualifications:

- Ability to work independently without close supervision on a daily basis.
- Ability to regularly handle large volumes of technical reports and information in an organized manner.
- Ability to communicate effectively with others orally and in writing.
- Ability to work effectively and in a professional manner with people at all levels, including supplier personnel.
- Ability and willingness to travel by air or car as required.
- Ability to change categories of products as necessary to create cross-functional teams.
- Ability to work effectively and in a professional manner with people at all levels.
- Business Savvy skills – recognizing the immediate needs of the business and going above and beyond in ensuring that the needs of the company are met in a timely fashion.

Competencies:

Execution

- Translates company strategy into objectives and action plans; aligns across teams, functions, business units
- Establishes clear accountability (and authority) for results

Member/Customer focus

- Takes personal responsibility to deliver superior service to the member.
- Develops business strategy and objectives with members in mind
- Demonstrates exceptional understanding of member's business issues

Innovation and Change

- Challenges the status quo
- Listens to and considers alternative views and approaches

Strategic planning

- Includes necessary resources and keeps all informed throughout projects
- Promotes and demonstrates commitment to the organization's vision, values, and direction.

Personal Effectiveness

- Demonstrates personal accountability and initiative (pro-active; can do; goes beyond what is required)

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- Demonstrates strong communication and inter-personal skills; deals effectively with others even in conflict situations
- Demonstrates maturity and balance – is free from behavior that would detract from overall effectiveness in executing the job

Negotiating Skills

- Utilizes negotiation skills effectively to manage projects and outcomes

Business Acumen

- Demonstrates a clear grasp of the fundamental drivers of the organization's financial success
- Anticipates and influences industry developments
- Expands knowledge of the company beyond own department

Job Location: Skokie IL

Interested candidates can forward their resume to hpopoola@topco.com