

Food Safety & Quality Assurance Specialist

SUMMARY OF POSITION:

The FSQA Specialist is the liaison for all product information and is involved in cooperative work with the Purchasing, Creative, Sales, Warehousing and Distribution Departments of the Company.

Responsibilities:

- Maintain customer relationships by promptly assessing customer complaints, ensuring they are acknowledged in a timely manner and effectively communicating with customers throughout the handling of the complaint.
- Track trends with supplier non-compliance and communicate observations to associated buyer.
- Ensure the customer complaint procedure is adhered to by initiating corrective action as required in the best interests of the Company and its customers. Respond to all written communication and related documentation.
- Investigate, evaluate and inspect product to determine overall quality; identify deviations communicated by customers to validate claims and support final course of action and product disposition. Report all deviations to supplier and obtain corrective actions.
- Work with the Creative and Purchasing Departments regarding label compliance.
- Review for accuracy all ingredient declarations, weight statements and nutrition facts panels to comply with all labeling regulations.
- Evaluate supplier information to verify product compliance against Company standards, labeling laws and regulations.
- Assure supplier compliance with product consistency among multiple suppliers.
- Evaluate GMO, allergen statements and gluten statements from all suppliers.
- Review and issue COAs (Certificate of Analysis) to customers.
- Communicate discrepancies to suppliers and ensure compliance.
- Review and complete relevant documents for customer-specific compliance requests.
- Support customer requirements.
- Execute supplier product specification requests including follow-up, review and validation of all information communicated to customers.
- Support Company efforts to manage inventory based on product quality.
- Evaluate inventory on hold, both by physical inspections and investigation.

- On an as-needed basis, inspect product to determine overall quality as related to old inventory (Best-By-Date), complaints, customer inquiries, transfers and returns. Communicate with Warehousing and Sales Departments about inventory disposition (Donate, Dump).
- Provide prompt responses to Customer Service and Sales Operations Departments inquiries related to product specifications, shelf-life, and best by date interpretation, product code explanations, customer specific requirements, consumer inquiries and complaints.
- Issue GMO and allergen statements and other industry-required statements related to product specifications, product claims and manufacturing.
- Serve as technical support to the Sales Operations, Customer Service, Purchasing, Sales, Warehousing and Distribution Departments of the Company related to product quality and integrity.

Secondary Responsibilities:

- Performing product inspections as needed. This includes sensory evaluations, weight verification and primary product attribute compliance (i.e. count) to ensure the product satisfies prescribed requirements, reporting any deviations from the standard.
- Serve as a backup for daily laboratory calibration procedure and temperature monitoring of the warehouse.
- Serve as a backup to evaluate the inbound deliveries and assign the appropriate inspection criteria based on frequency, necessity and established shipment evaluation schedule.

Qualifications and Skills:

- BS in food science, biology or nutrition. A culinary arts degree and/or related work experience will also be considered.
- Willingness to learn HACCP, GMP, and USDA, FDA, and federal, state and local laws.
- Food safety and nutrition knowledge; general food science knowledge; familiar with analytical and microbiological terms.

Send resume to: Carole Guerrette <Carole.Guerrette@rolandfood.com>

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