

Guayaki Sustainable Rainforest Products, Inc.
JOB DESCRIPTION

JOB TITLE: Director of Quality
DEPARTMENT: Quality
REPORTS TO: VP of Operations

APPROVED BY:
APPROVED DATE:
CLASSIFICATION: Exempt

SUMMARY: This position will be responsible for providing strategic leadership and guidance to the company's quality and certification teams ensuring compliance to regulatory requirements and Guayaki's quality and food safety standards. This role will also implement continuous improvements to enhance quality processes and enforce food safety policies, while adhering to compliance with Regulatory Agencies. As the company expands its business into international markets this position will provide critical guidance in defining policies and requirements for those markets.

The Director of Quality will be responsible for developing a highly effective team of employees and developing each employee to their highest potential through coaching and leadership. In addition, the Director must ensure that outstanding service is delivered to both internal and external customers.

DUTIES AND RESPONSIBILITIES:

The following reflects management's definition of essential functions for this job but does not restrict the tasks that may be assigned. Management may assign or reassign duties and responsibilities to this job at any time due to reasonable accommodation or other reasons.

- Function as a Subject Matter Expert (SME) for all Food Safety related trends, regulations, and legislation, while maintaining a high level of expertise on related subjects, to ensure full compliance with all regulatory requirements.
- Develop and maintain business relationships with appropriate regulatory agencies, serving in the role of liaison as related to all Food Safety matters.
- Implement continuous improvement enhancements in the Food Safety area by setting goals and identifying key performance indicators.
- Providing oversight and guidance:
 - internal, customer, 3rd party, and regulatory audit conduct and support
 - supplier qualification programs
 - establishment of programs and processes for new products
 - assurance of finished product quality and consistency
- Stay current with all key regulatory and certifying agency guidelines, e.g. Organic, Non-GMO Project, Kosher, SQF, Halal, QAI or others.
- Oversee the maintenance of company certifications; Organic, Kosher, Fair Trade, Non-GMO Project. As well as pertinent regulatory agency compliance protocols [i.e. FDA, AHPA, etc.]
- Work closely with Operations, Copackers and other departments to provide guidance on, and assure implementation of, Food Safety programs and hygienic design of facilities and their equipment.
- Provide support for Operations, Customer Service and Sales & Service teams regarding quality inquiries and complaints. Review trend analysis of complaints and develops action plans.

- Oversees process to assure appropriate records and samples are retained on any issues investigated upon closure.
- Develop benchmarks and corresponding metrics to measure Food Safety performance against industry markers.
- Oversees process to maintain product cycle consistency through shelf life studies.
- Ensure the maintenance and upgrading of HACCP and FSMA procedures submitted by QA/QC team in all facilities. Using a risk based, preventative approach, make sure that food safety programs are effective, and all facilities adhere and comply with GMP's.
- Leads quality team in the development, execution and tracking of partner corrective action plans that drive improved compliance, continuous improvement, and increased performance efficiencies.
- Manage investigations, and reporting of quality issues, market withdrawals and recalls, and implementation of internal audit control processes.
- Ensures that program and system implementation internally, and externally allow for solid traceability of all products produced and shipped.
- Develop new procedures with internal departments and external partners to ensure production of quality products, as well as cost effective reductions.
- Work in conjunction with Innovation team on product development projects to ensure compliance with regulatory guidelines.
- Build and develop the department's expertise by:
 - hiring individuals with the ability and desire to excel
 - providing goal setting direction
 - continuous training, including cross functional training
 - providing challenging and rewarding opportunities
- Maintain a supportive and cooperative environment through regular meetings and team building activities.
- Serve as liaison between quality and executive team as needed.
- Attend industry conferences, trainings and expositions and obtain pertinent information necessary for the continual development of Quality Department.
- Directly manages all employees in the Quality department.
- Other duties as assigned by manager.

QUALIFICATIONS:

- MS degree in Quality or Food Science preferred. BS in Food Science, Microbiology or Engineering required. Extensive quality and product specific experience with a Bachelor's degree may substitute for a technical degree.
- At least 15 years prior experience with beverage and/or food manufacturing processes, or QSR sector, specifically related to beverage/food safety matters, corporate regulatory work, audit procedures.
- Quality systems development experience and ability to manage quality planning and direction at multiple manufacturing sites.
- Experience developing quality and beverage/food safety systems needed.
- Outstanding verbal, written, multi-tasking and presentation skills.
- Ability to create momentum and foster organizational change.
- Bilingual in Spanish/Portuguese is beneficial.
- Experience with TraceGains and/or NetSuite is beneficial.
- In depth knowledge of legal and regulatory ramifications of the beverage/food safety area.

- Strong knowledge of Microsoft Office Programs (i.e. Excel, Word, Outlook, etc.).
- Excellent quantitative/analytical, communication (i.e. written and verbal) skills.
- Must be able to work cross functionally and lead/influence others, including third parties in a supply chain setting.
- Must be able to travel as needed. Emergency travel is sometimes required on very little notice.
- Demonstrated ability to effectively communicate with representatives from industry and government agencies.
- Demonstrated ability to effectively manage, lead and engage team.
- High level relationship, communication, and meeting conduct skills for successful interactions with all levels of management, employees and customers.
- Knowledge of chemistry and microbiology testing methodologies and their role in assuring product quality and safety.
- Desire to stay abreast of new testing methods especially in-line testing and faster more cost-efficient methodology/technology.
- Excellent knowledge of organizational methods and ability to manage multiple tasks/projects simultaneously.
- Ability to meet deadlines while maintaining professional profile of calmness during periods of peak activities.
- Ability to deliver public presentations.
- Knowledge of strategic planning processes and integration of Quality Assurance department throughout organization.
- Extensive knowledge of food regulations, safety, and methods of assuring compliance to meet standards.
- Wide knowledge of beverage and ingredient manufacturing processes from the quality assurance and production perspective.
- Extensive knowledge of FDA, USDA and EPA.
- Expertise to forecast annual budgets and to operate the Department within budget.

PHYSICAL REQUIREMENTS:

While performing the duties of this job, the employee is frequently required to do the following:

- May sit or stand to complete work at a computer for many hours during the day.
- Heavy use of the computer.
- Utilize visual acuity to operate equipment, read technical information, and/or use a keyboard.
- Accurately complete detailed forms and reports.
- Calculate figures and amounts.