



## GUAYAKI SUSTAINABLE RAINFOREST PRODUCTS, INC.

### JOB DESCRIPTION

**Job Title:** Quality Coordinator  
**Department:** Production & Innovation  
**Reports To:** Quality Systems Manager  
**FLSA Status:** Non-Exempt, full-time

**Position Summary:** The Quality Coordinator is responsible for reviewing documents related to the Guayaki Food Safety and Certification Programs including but not limited to; ingredient, raw material records, production records and consumer complaints. The Quality Coordinator is responsible for initiating ingredient, raw material and finished good holds and managing both internal and external communications surrounding and driving the quality requirements of releases and corrective actions.

**Essential Duties and Responsibilities:** To perform this job successfully, an individual must be able to perform the following satisfactorily; other duties may be assigned. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

- Reviews, approves and maintains supplier and copacker food safety and certification documentation in TraceGains.
- Reviews ingredient and copacker certificate of analysis (CoA's) to ensure accuracy and compliance with Guayaki specifications and reports deviations to supervisor. May review lab reports for compliance against specified requirements.
- Builds supplier participation in TraceGains documentation uploads.
- Tracks and reviews copacker records to ensure adherence to Guayaki quality and food safety specifications, releases compliant product in system. Reports deviations to supervisor and generates holds and corrective actions when needed.
- Generates ingredient, raw material and finished good holds; works with internal and external contacts to identify disposition. Tracks and documents activities related to holds.
- Creates and maintains data driven reports for the development and refinement of specifications, processes and quality system checks.
- Reviews Quality related consumer complaints and investigates through to completion. Communicates with copackers and suppliers when required.
- Maintains consumer complaint logs, related SOP's and quarterly reports.
- Writes and maintains SOP's in collaboration with Compliance, Innovation, Supply and Inventory teams.
- Works with Supply Chain to qualify ingredients and suppliers.
- Works with South American operations to approve documentation related to imported yerba mate.
- Generates documentation for export shipments in coordination with Compliance.
- Contributes in the development of department goals, programs and protocols.
- Works in collaboration with Compliance, Innovation, Inventory, Production, Supply Chain and other Quality team members to ensure the quality of Guayaki products.
- Analyze and interpret data as requested by supervisor.

- Performs other duties as assigned by manager.

**Competencies:** To perform the job successfully, an individual should demonstrate the following.

- **Organization and priority management**- Manage priorities and tasks in an orderly manner.
- **Detail oriented**- Completes orders and projects with minimal errors.
- **Autonomy** - Completes projects with minimal oversight.
- **Teamwork** - Contributes to and maintains a positive team spirit.
- **Problem Solving** - Identifies and resolves problems in a timely manner; works well in group problem solving situations.
- **Use of Technology** - Uses technology to increase productivity.
- **Customer Service** - Displays courtesy and sensitivity. Manages difficult or emotional customer situations. Meets commitments. Responds promptly to customer needs. Solicits customer feedback to improve service.
  
- **Continuous Learning** - Seeks feedback to improve performance.
- Self-starter with strong, proactive and dedicated work ethic.
- Ability to manage multiple projects simultaneously to meet deadlines.
- Ability to collaborate and influence cross-functional colleagues.
- Must always demonstrate adherence to ethical standards.

**Qualifications:** To perform this job successfully, an individual must be able to perform each essential duty satisfactorily. The requirements listed below are representative of the knowledge, skill, and/or ability required. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

**Education/Experience:**

Bachelor's degree in Science, Food Science, Nutritional Science, or equivalent. Experience in a quality assurance role in food manufacturing environment; organic and/or natural foods experience is a plus. Experience with Food Safety and Quality programs. Familiarity with FDA regulations, HACCP, Food Safety Management programs, or related quality standards. Experience with databases, including input and extraction of data.

**Language Ability:**

- Must be proficient in English with the ability to read, write and comprehend technical documents. Bilingual in English and Spanish and/or Portuguese is a plus.
- Ability to read and interpret documents in English; such as safety rules, operating and maintenance instructions, and procedure manuals.
- Ability to write routine reports and correspondence.
- Ability to effectively present information and respond to questions from managers, clients, customers, and the general public.

**Mathematical Ability:**

- Advanced math skills that includes proficiency in calculating weights and percentages i.e. analyzing product data to include, but not limited to, nutrition values and composition metrics.
- High level of confidence working with probability and statistical reasoning as well as fractions, percentages, ratios, and proportions and scaling up to practical situations.
- Calculate figures and amounts.

**Reasoning Ability:**

Apply logical thinking to a wide range of intellectual and practical problems. Deal with nonverbal symbolism (e.g., formulas and equations) in difficult phases. Deal with a variety of abstract and concrete variables.

**Computer Skills:**

- Proficiency with Microsoft Office (Outlook, Word, and Excel).
- Familiarity with Quality Systems; TraceGains and Genesis a plus.
- Familiarity with Project Management tools; Smartsheet and Lucid Chart a plus.
- Ability to operate standard office equipment.

**Certificates and Licenses:**

Preventive Controls Qualified Individual (PCQI) certification a plus.

**Supervisory Responsibilities:** This job has no supervisory responsibilities.

**Work Environment:** The work environment characteristics described here are representative of those a cebador encounters while performing the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

- Works in an open office environment.

**Physical Demands:** The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

- Work at a computer and phone for long periods of time.
- Data entry and review and typing for long periods of time.
- Coordinate multiple tasks simultaneously.
- Occasional travel.
- Occasional lifting items up to 50 pounds with appropriate lifting techniques and assistance.

The above job description is not intended to be an all-inclusive list of duties and standards of the position. Incumbents will follow any other instructions, and perform any other related duties, as assigned by their supervisor.

***GUAYAKI*** is committed to equitable prosperity and dignity for all people.

*We value a diverse workforce and believe it enhances our culture while fostering better decision making. We recruit, train, compensate and promote regardless of race, religion, color, national origin, sex, disability, age, veteran status, and other protected status as required by applicable law.*