



Quality Certification Services (QCS)

5700 SW 34th Street, Suite 349, Gainesville FL 32608

phone 352.377.0133 / fax 352.377.8363

www.qcsinfo.org

Job Title: Certification Project Coordinator
Grade: 1A
Level: 1
Reports To: Client Services and Marketing Manager
Classification: Part-Time Non-Exempt
Work Location: Hybrid- Gainesville office/Remote as designated
Direct Reports: None

Date: June 12, 2025

Approved: Sally Lammers

JOB SUMMARY:

Coordinates the administrative components of organic certification review which includes processing incoming applications for new and renewing clients, creation of initial review orders, sending reminders of required annual updates (renewals) to certified operations, and ensuring all client information in database is current and accurate. Ensures completion and accuracy of fee payment forms and processes client payments according to internal policy. Processes and issues transaction certificates per regulatory requirements. Coordinates, escalates and resolves enforcement actions and noncompliances for clients. Provides exceptional customer service to clients. Performs other duties as requested.

ESSENTIAL DUTIES AND RESPONSIBILITIES:

Applications and Services

- Process all aspects of incoming applications (new and renewal) and requests for other services (e.g. additional products, land, facility, label reviews, rush requests, etc.) including updates to client information, and uploading documents to client files in database.
- Verify completion and accuracy of fee payment forms and fee submission.
- Track missing/pending application documents and payments in database. Follow up with clients as needed
- Track renewal deadlines and issue reminders.
- Submit regular reports on clients that are past due on application renewal and include incomplete applications to Client Services and Marketing Manager.
- Issue Requests for Information for missing application documents.
- Issue noncompliances for administrative issues in accordance with policy.
- Escalate and resolve requests for information and noncompliances as needed.
- Review and validate client requests for organic transaction certificates and issue relevant transaction certificates.
- Work with Client Services and Marketing Manager for clients seeking mediation and settlement agreements to resolve adverse actions.

General

- Issue Verification of Valid Organic Certificate upon client request.



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- Adapt communication and service approaches to meet the diverse needs of clients, including those with limited or no access to technology, such as the Plain Community.
- Log all mail and client correspondence.
- Assists with office mail and shipping, tracking of office supplies and inventory, and other in-office tasks as requested.
- Answer general client questions about certification requirements, the certification process and status of applications.
- Maintain accountability for client service interactions until the issue is resolved or a clear, acknowledged handoff has been made to the next responsible party
- Work with Microsoft office products as well as Client Relationship Manager software and Intact Database

TEAM RESPONSIBILITIES:

- Present a positive disposition when interacting with clients, build and maintain customer satisfaction, and seek ways to improve service delivery.
- Follow fiscal guidelines, regulations, principles, and standards; seek ways to reduce costs.
- Support the company mission in supporting and promoting organic and sustainable agriculture and the company's services and programs. Link mission, vision, values, goals, and strategies to everyday work.
- Adhere to a set of core values that are represented in decisions and actions. Earn others' trust and respect through consistent honesty and professionalism in all interactions.
- Seek and acquire new competencies, work methods, ideas, and information that will improve one's own efficiency and effectiveness on the job.
- Diligently attend to details and pursue quality in accomplishing tasks.
- Help others navigate complex or sensitive issues, keeping the client's best interest in mind as well as the integrity of the standards.

QUALIFICATIONS:

High School diploma or General Education Equivalent (GED) required. Previous customer service experience is required. Prefer experience working with complex databases. Bilingual proficiency (fluency in Spanish) is preferred.

KNOWLEDGE, SKILLS AND ABILITIES:

- Ability to research information from multiple sources and identify, collect, and organize data for decision making.
- Adapts to changing business needs, conditions, and work responsibilities and works with a variety of situations, individuals, groups and varying customer needs.
- Prioritizes tasks by importance and deadlines and adjust priorities as situations change.
- Strong customer service orientation, interpersonal skills and relationship building required.
- Requires exceptional verbal and written communication and outstanding presentation and interpersonal skills.
- Proficient in MS Office applications and ability to utilize other software programs as needed..



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WORKING CONDITIONS:

The physical demands and essential functions described here are representative of those that must be met, with or without reasonable accommodation.

Environment:

Remote as designated. In office work is performed in a well-lighted, heated and / or indoor office setting with adequate ventilation. There is moderate noise with business computers, printers, phones, etc. Will report to the main QCS office in Gainesville as directed by the Client Services and Marketing Manager.

Physical Activity and Ability:

- Work requires Sedentary physical activity performing non-strenuous daily activities of an administrative nature.
- Must have the ability to sit for long periods of time and talk and hear/ listen throughout the work period.
- Must have manual dexterity sufficient to reach/handle items and work with fingers.
- Must be able to walk, stand, and reach with hands and arms to perform work.
- Requires lifting 20 lbs. as needed.
- Must be able to see at close distance with clear vision at 20 inches or less. And the ability to distinguish colors on a computer screen. (review color labels, charts, graphs, etc.).

Remote Staff:

- Must provide high quality sustainable internet connection while at work

All job requirements are subject to possible revision to reflect changes in the position requirements or to reasonably accommodate individuals with disabilities. This job description in no way states or implies these are the only duties which will be required in this position. Employees will be required to follow other job-related duties as requested by their supervisor/manager (within guidelines and compliance with Federal and State Laws.) Continued employment remains on an "at-will" basis.