**Job Title:** Certification Project Coordinator - Local

**Grade:** 4A

**Level:** 1

**Reports To:** Administrative Manager

**Classification:** Full-Time Non-Exempt

**Work Location:** Corporate office

**Direct Reports:** None

**Date:** November 5, 2021 **Approved:** Beth Rota

**JOB SUMMARY:**

Coordinates the administrative components of the organic certification review process for assigned clients and client groups. This includes processing incoming applications for new and renewing clients, sending reminders of required annual updates (renewals) to certified operations, updating anniversary dates in the database, verifying client contact information, verifying clients correctly complete and submit fee payment forms, sending outstanding fees and incoming checks to billing, verifying payments, and creating initial review orders. Coordinate enforcement actions for assigned clients who fail to submit complete applications, fail to renew, or fail to pay fees. The Certification Project Coordinator is expected to build a positive customer service relationship with assigned clients as their primary point of contact. Answers phones on a rotating basis. Other administrative duties as directed.

**ESSENTIAL DUTIES AND RESPONSIBILITIES:**

*Applications*

* Process incoming applications (new and renewal) and requests for other services (e.g. additional products, land, facility, label reviews, rush requests, etc) and adding documents to client files in database following QCS procedures and checklists.
* Updates anniversary date in database when renewal applications are received and processed.
* Maintain database with current contact information for clients.
* Verify completion and accuracy of fee payment forms and fee submission.
* Keep track of missing/pending application documents and payments in database.
* Notify clients of missing application documents.
* Notify clients of overdue invoices/fees per the guidance of the Financial Department.

*Annual Updates (Renewals)*

* Keep track of renewal deadlines and reminders for the assigned list of clients.
* Issue 1 month and 3-month renewal reminders with Annual Update forms
* Generate a list of operations that did not submit an annual update (renewal) by the anniversary date and submit it to the Administrative Manager to further coordination.
* Submit regular reports on clients that are past due on application renewal and include incomplete applications to Administrative Manager.

*Administrative Compliance*

* Issue Requests for information to assigned clients and follow up.
* Notify assigned clients of overdue invoices/fees per the guidance of the Financial Department
* Issue noncompliances to assigned clients for administrative issues.
* Escalate and resolve requests for information and noncompliances as needed.
* Work with Administrative Manager for clients seeking mediation and settlement agreement to resolve adverse action.

*Mailing*

* Mail organic certificates for clients requiring paper copies.
* Check and log daily incoming office mail.
* Assist with all outgoing mailings.

*General*

* Work locally (at the Gainesville office) or remotely at the discretion of the Administrative Manager.
* Maintain a personal relationship with assigned clients, being their primary point of contact for administrative issues.
* Communicate with Organic Certification Reviewers and Inspectors as needed.
* Issue Verification of Valid Organic Certificate upon client request.
* Must be sensitive to the needs and challenges of the plain community.
* Other administrative duties as directed.

*When assigned the phones*

* Answer incoming calls, obtain caller information, document conversation, and direct to appropriate staff.
* Answer client questions about the status of their certification.

**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 cost.
* 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. Earns other’s trust and respect through consistent honesty and professionalism in all interactions.
* Seek and acquire new competencies, work methods, ideas, and information that will improve 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.

**QUALITIFICATIONS:**

High School diploma or General Education Equivalent (GED) required. Prefer experience with Quality Systems and document control, designing and managing office systems and databases, and a multi-line phone system, but not required.

**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.

**WORKING CONDITIONS:**

**Environment:**

Work is performed in a well-lighted, heated and / or airconditioned 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 Administrative Manager.

**Physical Activity and Ability:**

* Work requiresSedentary 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 the 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
* Must be able to receive adequate cell phone signal for use with a company provided phone on the Verizon and/or AT&T network 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.*