



Job Title: **Quality and Accreditation Coordinator**
Job Family: 3AT
Level: 1
Reports To: Quality and Accreditation Manager
Classification: Full-Time, Non- Exempt
Work Location: Remote as designated
Direct Reports: None

Date: June 10, 2025

Approved: Sally Lammers

JOB SUMMARY:

Assist the Quality and Accreditation Manager to coordinate and oversee quality systems and accreditation activities to ensure compliance with certification standards including Organic, ROC, and other schemes. Maintain quality system documents and records for a growing organic and food safety certification program to ensure quality, consistency and compliance while providing great customer service. Assist with complaint and fraud investigations in accordance with applicable accreditation requirements, maintain records of sampling and test results, and communicate sampling and investigation results to clients and team members. Provide technical resources through assisting with policy development and maintenance, educational outreach and training for staff and clients. Collaborate with managers and supervisors across scopes and departments to support the company mission to promote organic and sustainable agriculture through innovation and quality focused certification services. Perform other duties as requested.

ESSENTIAL DUTIES AND RESPONSIBILITIES:

Quality System

- Assist with the development and maintenance of quality system documents, policies, procedures, and Intact templates.
- Perform document control to maintain quality system and master list in conformity to ISO 17065 and certification program requirements.

Complaints & Investigations

- Review, acknowledge, and document complaints received related to QCS organic certification activities as assigned.
- Document investigations of suspected organic standards violations including but not limited to complaint investigations, fraud investigations and residues of prohibited substance(s), and communicate findings to relevant teams.
- Collaborate with other certifying agents to conduct multi-certifier investigations.

Testing

- Document pesticide residue and GMO test results in database.
- Notify staff and clients of pesticide residue and GMO test results.
- Respond to questions from applicants and certified operations regarding test results.



Supply Chain Oversight

- Evaluate traceability and mass balance records for import certificate requests, as assigned.
- Assist with identifying operations to undergo supply chain traceability audits.
- Conduct and document supply chain traceability audits.
- Exchange information with other certifying agents for supply chain traceability audits involving multiple certifiers.

Staff Training

- Maintain in-house training records.
- Assist with the development and maintenance of a training program for new staff including administrative staff, certification reviewers, and inspectors, including up-to-date modules on organic standards, QCS policies and procedures, and the INTACT database.
- Assist with coordinating and delivering training and staff/client communication pertaining to organic regulatory changes and updated policies/procedures.
- Assist with coordination of the annual in-person staff training for QCS organic program.

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. Earns 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.

ADDITIONAL RESPONSIBILITIES:

- Help others navigate complex or sensitive issues, keeping the client's best interest in mind as well as the integrity of the standards.
- Interpret complex, technical, professional, legal information, publications, or regulations.
- Apply logic and complex layers of rules and regulations to analyze and categorize complicated information. Break down complex information into component parts so others understand.
- Travel overnight as required.

QUALIFICATIONS:

- Knowledge of or experience in organic or food safety certification programs, including but not limited to the USDA National Organic Program (NOP) or other recognized certification schemes.
- Fluency in Spanish is strongly preferred.

KNOWLEDGE, SKILLS AND ABILITIES:



Quality Certification Services (QCS)

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

phone 352.377.0133 / fax 352.377.8363

www.qcsinfo.org

- Ability to understand, interpret, and communicate technical aspects of organic processes, regulations, and standards.
- 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.
- 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:

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.

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.

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.