



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 Supervisor

Job Family: 5T

Level: 3

Reports To: Director of US Certification

Classification: Full-Time, Nonexempt

Work Location: Remote as required

Direct Reports: Certification Reviewer

Date: January 10, 2025

Approved: Kelly Abbott

JOB SUMMARY:

Supervises the company's certification process for an assigned portfolio of clients to ensure clients obtain organic certification in accordance with the rules, regulations, and standards governing organic certifications. Monitors key performance indicators (KPIs) to measure and improve the efficiency, quality, and timeliness of certification services, aligning with organizational goals and client needs. Advises, develops, and implements policies for file review, evaluation, and processes to accomplish program goals and ensure compliance. Ensures all staff receive the required training, adhere to company policies and guidelines, and perform at a level that supports organizational objectives. Promotes the company mission to advance organic and sustainable agriculture while ensuring operational excellence. Performs other duties as requested by the Director.

ESSENTIAL DUTIES AND RESPONSIBILITIES:

Supervision, Orientation, Evaluation:

- Maintain workflow of the organic certification program through mentoring, coaching, and communicating clear expectations, monitoring steps of the process, understanding inevitable variables, and facilitating corrections.
- Ensure compliance with company policies and procedure for certification team members through supervision and oversight.
- Assist Director with human resources objectives including, but not limited to recruiting, selecting, orientating, disciplinary actions, and performance evaluations, for certification team.
- Ensures employees have the tools, skills, and needed training through in accordance with governing regulations and organization standards and that required credentials are current.
- Annually review training logs for all personnel under direct supervision to ensure documentation is maintained and identify any needs for additional training.
- Evaluate overall productivity and efficiency of the team and program.
- Approves and processes employee time sheets and leave requests.
- Provides back up to team members as needed.

File Review and Evaluation:

- Assign and monitor files within portfolio to ensure timelines and goals are met.
- Provide supervision directly to reviewers within the team providing direction, input and feedback.
- Organize trainings on topics of organic agriculture and certification.
- Develop and implement procedures necessary to accomplish goals.
- Provide and communicate policy direction to staff to ensure accountability and accomplishment of program goals.



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- Advise manager on statutory and rule development necessary to accomplish goals.
- Coordinate the certification process from initial contact with the applicant to the final issue of the certificate and ongoing program compliance.
- Answer questions from applicants regarding the certification process and general agricultural questions regarding organic farming, and handling or processing of organic products.
- Monitor and update certification documents.

Reports:

- Provide regular updates for portfolio as needed and/or requested.
- Monitor portfolio activities on a regular basis and conduct an annual evaluation according to the program evaluation framework.
- Report evaluation findings and recommend changes to enhance the program, as appropriate.

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 and regulations.
- Help others identify key goals and use their talents to achieve those goals. Identify others' potential and strengths and work to build on them.
- Develop reasonable and consistent performance standards and ways of evaluating outcome quality.
- 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:

Requires a bachelor's degree in agriculture, food processing, or other relevant field of study or equivalent experience and a minimum of two years' experience in organic certification and compliance. Previous management experience preferred but not required.

KNOWLEDGE, SKILLS AND ABILITIES:

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



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- Ability to research information for 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.
- Ability to lead and direct business goals and objectives as well as team members.
- Prioritizes tasks by importance and deadlines and adjust priorities as situations change.
- Strong client service orientation, interpersonal skills and relationship building required.
- Requires exceptional verbal and written communication and outstanding presentation 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 see at close distance with clear vision at 20 inches or less and have color vision with ability to distinguish colors on a computer screen. (review color labels, charts, graphs, etc.).
- Must be able to walk, stand, and reach with hands and arms to perform work.
- Requires lifting 20 lbs. as needed.

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.