

Sargento Foods Inc
Job Description

Job Title: Operational Quality Supervisor
Department: Quality Systems
Reports To: Sr. Quality Manager
FLSA Status: Exempt
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Approved By:
Approved Date:
Tier: BC
HR Code: M1Z2

The competencies critical for selection and performance measurement for this position are as follows:

<i>Foundation Dimensions</i>	<i>Success Dimensions</i>
Principles & Values	Job Effectiveness
Job Knowledge	Customer Focus
Interpersonal Skills	Leadership
	People Management

SUMMARY

Coordinates and leads quality assurance and food safety programs designed to ensure quality products and services consistent with established standards and specifications by performing the following duties. Ensures and supports the administration of the company's quality food safety systems and assures legality.

ESSENTIAL DUTIES AND RESPONSIBILITIES include the following. Other duties may be assigned.

Performs job responsibilities and monitors employee practices to ensure Sargento Foods Inc. (SFI) products are Safe, Quality, and Legal. Keeps accurate and legible records.

Executes Sargento Foods, Inc. quality philosophy.

Verifies critical-to-process parameters, including verification of food safety systems.

Serves as back-up to the Sr. Quality Manager in his/her absence.

Advanced knowledge of food safety requirements including HACCP.

Assesses process capabilities through inspection, technical discussions, capability studies, and audits.

Works with other functional groups (*e.g.*, Procurement, Logistics, Quality Systems, and Manufacturing) to insure quality of purchased products and services.

Coordinates objectives within and among manufacturing locations to maximize product reliability, minimize variation, and reduce costs.

Develops and analyzes statistical data and product specifications to determine present standards and establish proposed quality and reliability expectancy of finished product.

Develops and implements Standard Operating Procedures (SOPs), inspection and acceptance criteria, and training programs.

Coordinates and assigns daily tasks and projects. Prioritizes work to meet the needs of internal and external customers.

Trains and develops employees. Evaluates performance and provides feedback to Quality and Food Safety Specialists. Works with Sr. Quality Manager on determining training needs, skills development or disciplinary action.

Communicates quality and safety issues to Manufacturing and provides assistance to develop corrective and preventive actions.

Applies quality management tools and approaches to continuous improvement projects.

Lead continuous improvement activities and cross-functional team projects.

Leads second- and third-party audits and participates in regulatory audits.

Investigates and responds to customer complaints.

Conducts or supervises testing of products in the laboratory for compliance with specifications or critical control limits. Assures testing is conducted in accordance with approved methods and SFI's Laboratory Quality Assurance plans.

Monitors statistical process control charts to identify trends that may signify unexplained equipment variation within standard methods of analysis.

Delegates laboratory calibration and preventive maintenance activities to ensure equipment is performing appropriately.

Dispositions nonconforming materials and products on hold.

Serves as a primary technical resource to the manufacturing group for formulation related concerns and questions.

Performs and oversees laboratory supply ordering practices. Identifies cost improvement opportunities.

Makes risk-based decisions while still maintaining safe, quality, and legal products.

Researches technical issues. Provides root causes and possible solutions to issues.

Handles confidential information.

SUPERVISORY RESPONSIBILITIES

Directly supervises 3-9 employees. May indirectly supervise an additional 4- 8 employees. Carries out supervisory responsibilities in accordance with the organization's policies and applicable laws. Responsibilities include interviewing, hiring, and training employees; planning, assigning, and directing work; appraising performance; rewarding and disciplining employees; addressing complaints and resolving problems.

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 and/or EXPERIENCE

Bachelor's degree (B.S.) from a four-year college or university is required. A degree in Food Science or related science field is preferred. Previous quality and supervisory experience is also preferred.

LANGUAGE SKILLS

Ability to read, analyze, and interpret general business periodicals, professional journals, technical procedures, and governmental regulations. Ability to write reports, business correspondence, and procedure manuals. Ability to effectively present information and respond to questions from groups of managers, clients, customers, and the general public.

MATHEMATICAL SKILLS

Ability to apply concepts such as fractions, percentages, ratios, and proportions to practical situations. Ability to work with mathematical concepts such as probability and statistical inference. Ability to apply mathematical operations to such tasks as frequency distribution, determination of test reliability and validity, analysis of variance, correlation techniques, sampling theory, and factor analysis. Ability to use and apply basic quality tools (*e.g.*, fishbone diagram, process mapping, pareto chart, etc...).

OTHER SKILLS AND ABILITIES

A broad knowledge of the company's products, methods and quality procedures. Ability to perform multiple tasks simultaneously.

Proficient computer skills. Proficient with Microsoft Word, Excel, Visio and PowerPoint. Ability to become proficient in Corporate Documentum, SAP, Savannah, Minitab, DocSecure, DevEx, as applicable to the position.

Employee may be required to work weekends when production demands are high. A flexible work schedule may be necessary to perform essential job duties.

REASONING ABILITY

Ability to define problems, collect data, establish facts, and draw valid conclusions. Ability to interpret an extensive variety of technical instructions in mathematical or diagram form and deal with several abstract and concrete variables.

CERTIFICATES, LICENSES, REGISTRATIONS

ASQ Certified Quality Auditor or HACCP Auditor preferred. If employee does not have either of these certifications, employee must be willing to work towards one of the certifications within two years of hire date.

May be asked to attend Preventive Controls for Human Food training to serve as a plant Preventive Controls Qualified Individual (PCQI).

Depending on position, HACCP certification and/or Better Process Cheese School may be required to fulfill the duties of the position.

Leadership courses (either internal or external) as directed by SFI or the Sr. Quality Manager.

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.

While performing the duties of this job, the employee is frequently required to sit and talk or hear. The employee is occasionally required to stand; walk; use hands to finger, handle, or feel; and taste or smell. The employee must occasionally lift and/or move up to 25 pounds. Specific vision abilities required by this job include close vision, color vision, and ability to adjust focus.

WORK ENVIRONMENT

The work environment characteristics described here are representative of those an employee encounters while performing the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

While performing the duties of this job, the employee is occasionally exposed to wet and/or humid conditions, moving mechanical parts and hazardous chemicals. The noise level in the work environment is usually moderate. The noise level in the manufacturing facility is generally loud. Ear protection is available.