

QA Supervisor

Culinary excellence, operational integrity, and a passion for distinctive customer service -- this is what you can expect when partnering with Gate Gourmet.

Gate Gourmet, a gategroup company, is the world's largest independent provider of catering and provisioning services for airlines and railroads. We serve more than 200 million meals a year to our 250-plus customers at more than 100 airport locations around the globe.

Position Summary:

Our YVR unit in Richmond BC has an open position for a QA Supervisor. This is a leadership position responsible for quality assurance related to operation, auditing policy and procedure, leading quality improvement projects, driving defect prevention and detections. This position supervises sanitation employees in the unit and reports to the QA Manager.

Essential Duties and Responsibilities:

- Audits implementation of quality system for effectiveness by verifying operation activities to Gate Gourmet, Customer and Regulatory specification
- Monitors corrective actions and preventative actions
- Trains and monitors employees on company food safety procedures (CCPs and SOPs)
- Champions the total quality improvement efforts, initiates problem solving efforts and assures implementation
- Investigate customer complaints related to foreign object debris, alleged food poisoning and oven incidents
- Conducts sensory evaluations and weight verifications for monthly menu cycle changes for various customers
- Maintains customer compliance resolution
- Supports customer and government audits to meet compliance
- Verifies and ensures company policies and procedures are followed
- Ensures quality specifications and requirements are followed and met
- Responsible for safety, quality and compliance to customer specification
- Supports and monitors quality improvement projects
- Responsible for performance evaluation, coaching, counseling and preparing corrective action for employees and liaises appropriately with HR and other support functions
- Supervises the sanitation team

Education:

- High School graduate or equivalent with experience in related discipline required
- College degree in related discipline (e.g. Food Science) and knowledge of HACCP, quality management and six sigma preferred

Work Experience:

- Minimum 1 year experience in Food safety control practices (GMP's, SOP's, and HACCP) and quality program control required

- Minimum 2 years of supervisory experience working in a high volume, manufacturing, food production, restaurant or catering environment or equivalent experience in the related field
- Experience working in the airline industry is preferred

Job Skills:

- Intermediate Microsoft Office tool skills (Excel, Word, PowerPoint, Outlook)
- Knowledge of quality auditing, inspection methods
- Detail-oriented
- Strong organizational skills, able to prioritize responsibilities and multi-task
- Strong interpersonal skills, interact well with multiple departments as required
- Able to work with minimal supervision
- Excellent reading, writing, and oral communication skills
- Change Agent
- Excellent oral and written communication skills
- Multi-lingual a plus

Certificates, Licenses and Registrations:

- ServSafe certification required

Environmental Requirements:

- Regularly stands, bends, lifts, and moves intermittently during shifts
- In a normal production kitchen facility there may be physical discomfort due to temperature and noise.
- Must be able to lift, push, pull and move product, equipment, supplies, etc. in excess of 25 lbs.

Demonstrated Competencies to be Successful in the Position:

- Thinking - Information search and analysis, problem resolution skills
- Engaging - understanding others, team leadership, developing people
- Inspiring - influencing and building relationships, motivating and inspiring, communicating effectively
- Achieving - delivering business results under pressure, championing performance improvement, customer focus

Contact:

Please send your cover letter and resume to Manda Lee, QA Manager, at mandalee@gategroup.com

The above statements are intended to describe the general nature and level of work being performed by the individual(s) assigned to this position. They are not intended to be an exhaustive list of all duties, responsibilities, and skills required. Management reserves the right to modify, add, or remove duties and to assign other duties as necessary. In addition, reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions of this position.

Candidates will be required to go through pre-employment drug screen, criminal check and/or airport fingerprinting. Gate Gourmet is proud to be an Equal Opportunity Employer!