

Standard Job Description

Job Title:	Q07 Rep, Ops, Quality Assurance
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Position Summary:

- This is a Quality Assurance position within the Quality Assurance (QA) Department.
- Areas include: quality element control related to operation, policy and procedure auditing, quality improvement projects, defect prevention and detections.
- Acting as a support role in the unit QA Department.

Essential Duties and Responsibilities:

- Assists and monitors quality improvement projects
- Audits implementation of quality system for effectiveness by verifying operation activities to Gate Gourmet, Customer and Regulatory specification
- Monitors corrective action system
- Coaches unit employees in food safety and quality related issues
- Works closely with frontline employees to ensure compliance to company policies and procedures
- Champions the total quality improvement efforts and initiates problem solving efforts and assures implementation
- Assists in driving prevention vs. detection of defects
- Coordinates actions to prevent the occurrences of nonconformities
- Maintains customer compliance resolution
- Supports customer audits, government audits to meet compliance
- Ensures quality specifications and requirements are followed and met

Education:

- Minimum qualifications: High School graduate or equivalent with experience in related discipline
- Preferred qualifications: College degree in related discipline. Knowledge of HACCP, quality management and six sigma

Work Experience:

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

Job Skills:

Minimum skill requirements:

- Intermediate level Microsoft office tool skills (excel, word)
- 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 little supervision
- Excellent reading, writing, and oral communication skills
- Change Agent

Preferred skills:

- Excellent analytical skills
- Basic statistics calculation, and/or mathematical comprehension
- Is HACCP certified and ServeSafe trained a plus

Communication Skills:

- Excellent oral and written communication skills
- Multi-lingual a plus

Travel:

- None

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 twenty-five (25) pounds.

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

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.

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