

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 and reporting to the QA Manager.

Essential Duties and Responsibilities:

- Primary responsibility would be monitoring production floor and working closely with frontline employees to ensure compliance to company policies and procedures
- Working various shifts in different areas of the operation depending on the need to ensure compliance
- Coaches unit employees in food safety and quality related issues
- Assists and monitors quality improvement projects
- Monitors corrective action system
- 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 in HACCP and quality management

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. Gate Gourmet is proud to be an Equal Opportunity Employer!

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