

_____ VP Operations/Principal
 _____ QA Manager/SQF Practitioner
 _____ QA Technician/SQF Practitioner

Job Title:	Quality Assurance Technician	Position Type:	Fulltime
Department/Group :	80- QA Department	Reports To:	<i>VP of Operations</i>
Back Up:	<i>Lead QA Technician</i>	Document #:	JD80.1.2

Job Description

Summary of Position

Conduct tests to determine quality of raw materials and products produced meet required specifications, maintaining all Quality Assurance records and managing all internal quality systems, including SQF.

Role and Responsibilities

- Investigate and process customer complaints including RMA's, credits, re-runs, and corrective action letters.
- Send out follow up requests for updates on complaints out to be addressed.
- Update customer complaint logs and graphs and data
- Check thoroughly and sign off on all jobs including WIP during shift
- Maintain and update Work Instructions and audits
- Perform job required testing on an as needed basis
- Perform testing and generate COA's for customers
- **Perform inspections of PSI jobs to ensure they meet requirements (finishing dept)**
- **Inspect materials, products, or equipment to detect defects or malfunctions**
- Investigate, log and process all raw material and internal non-conformances and update graphs
- Confirm compliance and update logs for all incoming raw materials
- Generate custom Tech data sheets for customers
- Perform Non-conformance audits

- Ensuring Quality and Food Safety procedures are in place. QA Technician assumes role in Lead QA Technician's absence.

- Maintaining SQF audit logs

- Verification and validation schedule for SQF compliance

- Other tasks as directed by supervisor.

Qualifications and Education Requirements

- Knowledge of raw materials, production processes, quality control, costs, and other techniques for maximizing the effective manufacture and distribution of goods.
- Knowledge of food safety
- Experience in the auditing process

Preferred Skills

- Service Orientation, Active Listening, Speaking, Writing, Critical Thinking



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