

## **CLIENT OVERVIEW**

This client is an innovative natural products manufacturing company with retail operations throughout the Greater Chicago Area.

## **POSITION SUMMARY**

This role is responsible for supervising laboratory technicians and inspectors on their respective shift(s). Works with operations and manufacturing support personnel to solve production problems and deal with quality control issues as they occur, making recommendations for immediate corrective action when necessary to ensure optimum product quality. Works with QA Manager to implement cGMP procedures.

## **ESSENTIAL DUTIES**

- Coordinates all inspection activities on the respective shift, including dispositioning of materials.
- Conducts and documents investigations as necessary.
- Oversees and monitors day-to-day operation of assigned area(s) including work flow, management of work in process, job assignments, rotations, etc. to insure smooth flow and efficient production.
- Implements quality and process improvement initiatives in conjunction with quality and operations personnel.
- Develops, recommends, and implements systems, processes, activities to improve inspection and sampling productivity on all shifts.
- Ensures the availability of adequate materials and supplies necessary to conduct sampling and inspections.
- Conducts cGMP and on-the-job training of QC personnel and operations personnel where applicable.
- Assists with customer complaint investigations.
- Conducts internal audits for cGMP compliance.
- Performs inspections, as necessary.
- Provides long term preventative action measures for plant deviations / holds.
- Assists packaging and processing departments with troubleshooting and resolving daily issues.
- Coordinates the implementation of rework with production personnel and tracks the status of lots that are on hold status.
- Reviews and updates departmental standard operating procedure to assure cGMP compliance.

- Ensures key performance indicators in the quality area are met or exceeded. Measures productivity on a daily basis, with goal of meeting standards.
- Supports positive employee relations, fair treatment and respect in all aspects of interaction with employees; address employee concerns/requests in a timely and caring manner; insures all employees and ideas are respected and valued and their unique and diverse perspectives are leveraged to improve business results.
- Actively engages in the performance of his/her team through setting objectives and measuring performance. Serves as a coach and mentor to ensure the ongoing development of his/her team.
- Actively participates in Tier II meetings.
- Complies with safety and cGMP requirements.

## **RESPONSIBILITIES Safety:**

- Supports a culture of safe production and operations; follows all workplace health and safety procedures.
- Responsible for safety performance in respective area. Ensures the implementation of, adherence to, and enforcement of workplace health and safety requirements.
- Ensures activities are completed to promote and enforce safe behaviors by supervisors and employees.
- Ensures injury prevention efforts are effectively implemented.
- Fulfills responsibilities as outlined in the company safety management plan.

## **Supervision:**

- Directly supervises QC Inspectors on the shift.
- Carries out supervisory responsibilities in accordance with the organization's policies and applicable laws.
- Responsibilities include interviewing, hiring, training, employees; planning, assigning, and directing work; appraising performance; rewarding and disciplining employees, addressing complaints and resolving problems.

**EDUCATION /  
EXPERIENCE**

- Bachelor's degree AND minimum of three years quality control experience in a cGMP environment OR minimum five years' experience in quality control or food manufacturing or equivalent combination of education and experience.
- Minimum three years lead or two years supervisory experience required.
- Strong computer skills required, including proficiency with Microsoft Word and Excel. Familiarity with the Oracle Applications Suite 11i/Oracle Process Management module desired.
- General understanding of quality concepts involved in food manufacturing and the ability to relate these concepts to any problems that arise.