

Feeding Southwest Virginia

Job Description

Position Title: Quality Assurance Associate
FLSA Status: Non-Exempt
Salary Grade: 8
Department: Operations
Location: Salem Facility
Supervisor: Director of Warehousing
Supervises: On Site Scheduled Volunteers
Revised Date: 4/8/22

Position Purpose:

The Quality Assurance Associate will support the mission of Feeding Southwest Virginia and is responsible for the sorting, cleaning, and repackaging of donated, and/or damaged, salvage product to prepare it for distribution.

Position Essential Functions and Responsibilities:

To be successful in this role, an individual must be able to perform in a satisfactory manner the functions or responsibilities listed below.

Position Responsibility (Expected Work)

1. As the Quality Assurance Associate, he/she will demonstrate a professional demeanor in interactions with all FSWVA staff, agencies, program representatives and government officials in ensuring a compliant safe facility and environment.
 - Keep informed and consistently practice the policies and procedures of Feeding Southwest Virginia, Feeding America national office, USDA, FDA and government regulations pertaining to food handling, storage, sanitation and disposal.
 - Ensure that food is properly and safely handled at all times following effective and established standard operating processes in processing donated salvage product.
 - Complete Serv-Safe Food Handler training within the first six months of employment and keep current.
2. The Quality Assurance Associate reports directly to the Director of Warehousing and is responsible to follow established guidelines and standards in processing food and products in support and alignment with, the QA Coordinator.
 - Set up, sort, process, repackage (Kitting) and/or palletize/restack all products secured for the department according to policy and procedure. Identify palletized Kitting as needed for distribution.
 - Maintain effective use of volunteer resources to maximize outputs, including, but not limited to, food safety (damage & recalls), volunteer safety, product evaluation, and bulk packing clean room standards.
 - Maintain and document cleanliness of the Kitting and salvage area. Sanitize as needed.
 - Perform daily QA quality checks to ensure auditable quality and safety, and palletized standardization of processed product to ensure inventory accuracy.
 - Ensure distinct recycling program sorts are achieved as planned.
 - Ensure correct salvage and food drive dating as well as item / pallet labeling of product prior to movement from the Quality Assurance and Kitting areas.
3. In working as a contact for the organization, demonstrates a professional demeanor in all interactions with member partners, visitors, volunteers, staff and the general public.
 - Ensure that all social media and public contact parameters are adhered to per Feeding Southwest Virginia guidelines.
 - Communicates professionally and effectively with scheduled volunteers following guidelines and procedures in the Quality Assurance area regarding the proper handling of product.
 - Deal effectively and professionally with a variety of personalities and situations requiring tact and good judgment.
 - Works closely with the Director of Volunteer Services regarding volunteer scheduling and maintaining a positive volunteer experience including weekly review and agreement of calendar.
 - Develop communication skills with co-workers to understand and articulate the need for support.

Diversity:

Demonstrate a core value of diversity by modeling and ensuring diversity and cultural competency (respect, inclusiveness, reflecting, valuing and welcoming of cultural differences) in all position responsibilities regardless of age, color, disability, gender, gender identity or expression, social class, marital status, national origin, race, ethnicity, religion, sexual orientation, veteran's status, nationality, age, language, origin or employment status.

Other functions:

- Promote a cooperative spirit within the organization and among internal and external participants.
- Perform other duties as assigned by the Chief Operations Officer, Director of Warehousing, Food Safety and Regulatory Compliance Officer, and the President and CEO.

Interface: Responsible in maintaining positive relationships

- Interactions with volunteers, member agencies, the general public, donors and key contacts.

Minimum Skills and Qualifications required to capably perform in the position Training, Education and Experience:

Education:

- High School Graduate or equivalent. Prefer an Associate's Degree with business course work or training.

Experience:

- 1-2 years of strong customer service experience required

Knowledge, Skills and Abilities:

- Knowledge of salvage quality control standards set by Feeding America and associated State and Federal Agencies preferred.
- Familiarity with food products, storage and handling requirements.
- Position requires a high-degree of professionalism and trustworthiness in working with, training and supervising volunteers.
- Excellent organizational skills with ability to handle multiple tasks.
- Ability to lift up to 50 pounds repetitively. (Over 50 pounds requires assistance in lifting)
- Able to work independently and to handle multiple priorities under minimal supervision.
- Must be able to understand instructions and effectively demonstrate quality results.
- Possess a willingness to learn.
- Able to meet deadlines.
- Required attention to detail.
- Must be able to maintain confidentiality at all times.
- Must maintain a discipline of good work habits.
- Limited occasional evening and weekend work required for special events

Allowable Substitutions: Combination of education, experience, and/or training that provides the required knowledge and skills for the position may be considered in lieu of education and/or experience at the company's discretion.

Language Skills:

- Must have professional written and verbal communication skills with demonstrated ability to communicate effectively and convey concepts in an understandable way
- Ability to communicate effectively with all staff members.

Mathematical Skills:

- Ability to perform basic math functions.

Technical/Computer Skills:

- Proficiency required in the use of Microsoft Office Word, and Outlook Software.

- Capable of learning and independently operating equipment required for the position including but not limited to printer, multi-use copier, fax, and phone system.

Other Skills and Abilities:

- Ability to maintain confidentiality at all times and continually lead by example.
- Must be reliable and dependable.
- Positive work ethic, good relationship management skills and team-oriented attitude.
- Maintain compliance with established Food Bank directives, policies and external regulations.
- Recommend potential process improvements to further outputs and/or goals.

Licenses and Certificates:

- Valid Driver’s License and own transportation to work required. Maintain a safe driving record in driving company vehicles.

Team Commitment:

Considers the benefits and consequences to the team when taking action, openly shares ideas and information with others, effectively completes work activities with and through others, helps others achieve goals and complete work to meet the needs of the team and the organization. Criticizes actions, when necessary, not people and effectively negotiates win-win outcomes.

Flexibility:

Be willing to work overtime and mandatory days set forth by the organization on short-notice. Be willing to work flexible coverage as needed

Physical Demands:

The demands described here are representative of those that must be met by an employee to successfully perform the functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the tasks outlined in this job description. The position operates primarily in a warehouse setting within the food bank. This position requires working in a warehouse environment consisting of hot and cold temperatures involves frequent interruptions. Vision abilities required include close vision and the ability to adjust focus. Occasionally, may be required to respond to organizational needs outside of normal working hours. The employee may be required to push, pull, lift, and/or carry objects up to 50 pounds. (Over 50 pounds requires assistance in lifting) With forklift traffic in the facility and product stacked and stored throughout, this position requires someone who is mobile and who can hear and watch for traffic and normal hazards of a warehouse environment

Work Environment:

Feeding Southwest Virginia is an equal opportunity employer and embraces a philosophy that recognizes and values diversity. Our goal is to attract, develop, retain and promote a talented diverse workforce in a culture where all employees will contribute to their fullest potential. This description provides information regarding the essential function of the designated job, and the general nature and level of work associated with the job. It should not be interpreted to describe all the duties whose performance may be required of such employees or be used to limit the nature and extent of assignments the individual may be given. This job description is not an employment agreement or contract.

I understand the requirements of the job.

Employee: _____
(Please print name)

Date: _____

(Employee Signature)

Supervisor: _____
(Please print name)

Date _____

(Supervisor Signature)