



Position Description

Vacancy Title: **Quality Assurance Coordinator**

Location:

Reports To: **None**

Objective

The Quality Assurance Coordinator at The Calmer Co., reporting to the Quality Manager, ensures food safety and quality requirements are met, coordinates with third-party labs for testing, supervises QA programs, and maintains GMP and housekeeping standards. They ensure plant readiness for inspections, verify product quality and labels, and manage daily activities with Quality and Sanitation staff. They conduct training, monitor sanitation programs, verify documentation, address sanitation issues, and contribute to OHS awareness.

Outcomes

Organisational Stakeholders

1. Ensure Food Safety and Quality Requirements

- All food safety and quality requirements for processed and packed products are planned and managed.
- Third-party laboratories are engaged to perform required testing for product release to market.
- Quality Assurance and Control programs are supervised and actively engaged in.
- Proper GMP and housekeeping procedures are followed throughout the factory.

2. Maintain Plant Readiness for Inspections

- Plant readiness for inspections, including HACCP AUSTRALIA, USFDA, vendors, and internal and external audits, is ensured.
- Product quality and labels are verified before the final release of products to market for every batch.
- All input ingredients, packaging materials, and labels are verified in the GMP environment.
- Coordination with Quality and Sanitation staff members for day-to-day activities is maintained.

3. Conduct Trainings and Meetings

- Trainings are conducted, and participation in meetings is ensured when assigned.
- Monitoring of Sanitation and PM programs is adhered to, and tasks are assured to be completed.
- All documentation is verified and checked to be completed in full and on time.

4. Address Sanitation Issues

- Close collaboration with management and production personnel on sanitation issues is maintained.
- Recommendations for changes to improve sanitation policies, procedures, and standards are provided.
- Participation in developing and maintaining OHS awareness is ensured.

5. Teamwork and Cooperation

- Cooperation within the team and greater function / department
- Cooperation across functions / departments
- Work collaboratively to achieve the set targets and goals

6. Organisation's image and value standards demonstrated and promoted

- Collaborate with other teams in the organisation for the benefit of the organisation
- Monitor and encourage team members to uphold image and value standards
- Uphold and demonstrate the organisation's image and values

7. Training and Development

- Comprehensive training programs were developed and delivered, enhancing staff competencies and awareness of quality standards.
- Staff were equipped with the necessary skills and knowledge to uphold and improve service quality.

8. Stakeholder Feedback Integration

- Feedback from clients and stakeholders was systematically collected and analyzed, driving continuous improvement in service quality.
- Stakeholder insights were incorporated into quality assurance strategies, ensuring the Commission's services met community needs and expectations.
- Reporting and Documentation
 - Detailed quality assurance reports were prepared and submitted to the Deputy Director, providing clear insights into service quality and improvement areas.
 - Comprehensive documentation of quality assurance activities and outcomes was maintained, ensuring transparency and accountability.

Responsibilities - Key Competencies

Competence	Description
Business	
Planning	Deliver results by developing, reviewing or following a work plan, action plan or operational plan.
Documentation	Communicate using formal business writing.
Communication	Exchange information through verbal communication
Customer	
Relationship Building	Build beneficial relationships with suppliers and stakeholders.
Quality Focus	Deliver quality.
Organisational Values	Display the organisation's image and value standards.
Social and Cultural Awareness	Respond respectfully and effectively to people of different cultural and social backgrounds.
People	
Facilitation	Assist the progress of work ensuring its timely and effective completion.
Problem Solving	Develop practical solutions to a situation.
Innovation	Use original and creative thinking to make improvements and/or develop and initiate new approaches.
Learning	Develop the competencies of self and others to enhance performance.
Self-Management	Manage your priorities and objectives efficiently and effectively
Professional	
Technology Application	Apply technology.

Qualifications

Qualification	Discipline	Notes
Preferred		
Degree	Applied Science, Biochemistry, Health Science	• Bachelor's Degree required in biology, chemistry, microbiology, food technology or Agriculture preferred

Work Knowledge and Experience

- Proven experience as a Quality Assurance Coordinator or in a similar role, preferably in the food industry
- Strong knowledge of quality assurance and control procedures, standards, and protocols
- Ability to conduct and coordinate training sessions
- Minimum of 2 years in a Supervisory role
- HACCP Certified
- FDA Compliance
- Knowledge of laboratory instrument maintenance and calibration
- Statistical Process Control & Process Improvement experience

Requirements

Language Proficiency

- Excellent command of English

Other Required Requirements

- No other required items found.

Interactions

Type	Interaction	Comments
Internal		
	Management Team	

Type	Interaction	Comments
	Operation Team	
External		
	Community	
	Growers	
	Regulators	

Attributes

Behavioural Styles

Detail oriented	Attends to the small elements of a task/activity, ensuring completeness and accuracy.
Innovative	Devises new and creative ways to do things comes up with original ideas.
Reliable	Is able to be trusted to do what is expected or has been promised, puts in a great amount of effort believing in the value of work.
Accountable	Assumes full responsibility for own actions and identifies with the success or failure of own part of the overall work/goal.

Interpersonal Styles

Forthright	Speaks out frankly without hesitation, showing a direct manner.
Realistic	Shows concern for facts and reality, rejecting the impractical.
Self-sufficient and assured	Readily copes with situations without recourse/need of others, showing confidence and belief in oneself and one's own abilities.
Team Oriented	Enjoys being with others as part of a group or team.

Thinking Styles

Disciplined/Systematic	Is controlled in conduct, shows an orderly pattern of behaviour, following a methodical and thorough approach.
Reflective	Takes a thoughtful and deliberative approach.
Well organised	Controls tasks in a well thought out and critical manner.

How To Apply

--

Contact for Enquiries

Contact Name: Elizabeth Cama

Contact Email: elizabeth@maxumise.com

Further Contact Information: --

Closing Date: 17 Nov 2024