



CCOF

Organic Certification Trade Association Education & Outreach Political Advocacy

JOB DESCRIPTION: Certification Operations Supervisor

Organization Description: CCOF is one of the oldest and largest organic certification organizations in the U.S. CCOF works to promote organic production through certification, education, and outreach programs. This position is with CCOF Certification Services, LLC working within CCOF's USDA-accredited organic certification program.

Reports to: Certification Services Director

Job Duties: This position works within CCOF Certification Services ensuring the smooth delivery of a wide range of services and supports the needs of CCOF's primary inspection, certification and review functions. Responsible for day-to-day coordination, management and analysis tasks associated with the certification of organic products.

Job Description:

- Work with Certification Services Director (CSD) to track projects, coordinate events, and ensure the effectiveness of the team and the certification process as a whole.
- Facilitate certification process by overseeing certification assistants, interns and others performing non-technical certification tasks. Ensure adequate staffing at all times.
- Participate as a junior member of the Certification Leadership Team to fulfill goals of CCOF's certification program.
- Manage flow of incoming client communication including applications, updates, responses, and Inspection Work Orders (long term).
- Oversee inspection file management and delivery systems. Ensure that all inspection files are delivered to inspectors in the time frames specified.
- Lead certification coordination meetings with all certification staff.
- Manage process for intake, acceptance, filing, and approval of inspection reports and Inspection Work Orders. Specifically:
 - Ensure everything is received and oversee or perform data entry.
 - Prioritize and determine review type.
 - Track and communicate review needs, goals, priorities, and performance of the certification departments and CCOF as a whole. Oversee and encourage file review performance by setting goals and providing incentives.
- Ensure smooth execution of renewal processes including preparations, managing a renewal team during execution, and increasing efficiency of renewal process.
- Collect, track, analyze, and report workload data and monitor annual workload capacities to assist Certification leadership in increasing efficiency and making staffing decisions.
- Manage non-payment non compliances and non-renewal systems.
- Ensure that physical files as well as database records are consistent and current.
- Manage and conduct routine administrative tasks including filing, copying and mailing.
- Work on special projects as directed by the Certification Services Director.

Qualifications:

- An undergraduate degree in a relevant field (business management preferred).
- Two or more years experience in a professional office environment.
- Experience in direct management of people highly preferred.
- Excellent computer skills including all aspects of Microsoft Office programs such as Outlook, Word and Excel.
- Experience with management of long term, multifaceted organizational projects.
- Experience with quality auditing or regulatory compliance auditing preferred.



CCOF

Organic Certification Trade Association Education & Outreach Political Advocacy

- Interest in and excitement about CCOF and organic food, farming, and organic certification a plus.

Skills:

- Applicants must have a range of administrative and communication skills as well as practical business skills.
- Ability to quickly learn and use new software.
- Excellent communication skills in person, on the phone, and in writing.
- Excellent spelling and grammar skills.
- Organizational skills to organize, monitor, and track numerous activities for different departments over time.
- Ability to logically solve problems with minimal supervision.
- Ability to work with various groups of people.
- Strong attention to detail and ability to follow instructions.
- Ability to multi-task.
- Must be reliable and productive within CCOF's busy office environment.

Compensation:

Full time, at-will employee. Salary is a starting range of \$35,000 to \$50,000 per year depending heavily on education, experience, and skills. Excellent benefits include fully paid medical, dental and vision; paid vacation; and 401k retirement plan with company match.

To Apply:

Applications will be accepted until Feb 5th, 2010. Submit cover letter and resume to CCOF Certification Services by email to steve@ccof.org. No phone calls please. You will be contacted only if an interview is requested.