



## Bay State Milling Job Description

**Job Title:** Quality Assurance Manager  
**Department:** Quality Assurance  
**Reports to:** Plant Manager  
**FLSA Status:** Exempt  
**Revised Date:** 11/3/2020

### SUMMARY

The position of Quality Assurance manager is responsible for all facets of the operation of the Quality Assurance Department. The duties expected include: accurate analysis of samples, recording of results and distribution of results to appropriate individuals, routine shipment of samples to outside laboratories for analyses not performed in house, monitoring product specifications and making changes in product specifications as needed, establishing wheat blends to meet specifications of flour to be produced. Overseeing functional operation of regulatory programs to assure plant compliance, these programs include HACCP, GMP's, Master Sanitation Schedules, AIB standards and FDA standards, monitoring effectiveness of recalls. Communicating with customers is a vital function performed by the Quality Assurance Manager, communications include timely submitting C.O.A.'s to the customer, answering customer questions and complaints.

The Quality Assurance Manager may have a staff of Lab Technicians working under his direct supervision to help accomplish the above responsibilities.

The Quality Assurance Manager is an active member of the plants management team. This position chairs the Plant Safety Committee, scheduling and conducting monthly meetings, and preparing minutes of the meetings. This position is also a member of the plants Food Safety Committee, taking an active role in helping suggest and implement food safety programs and procedures.

**QUALIFICATIONS** *To perform this job successfully, an individual must be able to perform each essential duty satisfactorily. The requirements listed below are representative of the knowledge, skill, and/or ability required. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.*

- Possess a B.S. degree from a four year college or university in chemistry of cereal science, or have 3 years experience in a similar position.
- Knowledgeable of computer operations, able to use Word, Excel, DBC and e-mail.
- Capable of performing basic math functions, with or without the aid of a calculator.
- Capable of following and communicating written and verbal instructions in English.
- Capable of writing and orally presenting reports to all levels of management within the Corporation.
- Required to be available, on call, at all times of the day or night, seven days a week.



- Possess good people skills to train and lead employees under direct supervision.
- Needs to be an independent worker with self-initiative to carry out job functions.

**PHYSICAL DEMANDS** *The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.*

- Be able to stand and/or walk for extended periods of time
- Occasionally required to bend, stoop, kneel crouch or crawl.
- Routinely sits for long periods of time at a workstation.
- Finger and hand dexterity to type at a keyboard, and to use laboratory equipment.
- Vision requirements are close vision, distance vision, color vision and depth perception.

**WORK ENVIRONMENT** *The work environment characteristics described here are representative of those an employee encounters while performing the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.*

While performing the duties of this job, exposure to routine dust and fumes common to cereal grain processing laboratories is common. Noise level within the laboratory is moderate most of the time. Noise levels of over 90 decibels may be expected when in the production environment.

**FOOD SAFETY / SECURITY REQUIREMENTS:**

The Company is committed to producing and delivering defect-free products. To ensure this, all employees are required to be trained on and adhere to the Good Manufacturing Policies set forth by the Company as they pertain to personnel practices, equipment, and facilities. It is also vital that all employees be aware of the work environment and when possible, prevent accidental or intentional adulteration of products produced at this facility. As a result any employee has a right to put product on hold if they have a concern. At the plant level, only the Quality Assurance Manager and General Manager have the authority to release product on hold.