



Job Description

Job Title: Quality Assurance Technician
Department: Laboratory
Location: Quincy, MA
Reports To: QA Supervisor
FLSA Status: Non-Exempt

Summary:

The Quality Assurance Technician is responsible for supporting the overall Food Safety and Quality programs to deliver a finished product that meets all requirements of Bay State Milling Company, Regulatory Authorities, and Customer Expectations. This includes, but is not limited to, day to day management of Quality and Food Security programs, input to Grain Pipeline decisions, preparation and response to Customer requests, and technical support / training of Employees within and outside the department. The position will also include analytical testing and interpretation of results, along with calibration and maintenance of equipment. As a member of the site Quality Assurance team, the position is expected to actively participate in Corporate Quality Assurance initiatives as well as site led activities outside the department.

ESSENTIAL DUTIES AND RESPONSIBILITIES: *(include the following. Other duties may be assigned.)*

Quality

- Assist in the quality assurance of all products shipped to our customers through day-to-day management of grain pipeline and quality programs.
- Prioritize incoming samples for testing analysis to ensure timely and accurate data to Operations.
- Perform primary and secondary method analysis (where applicable) for parameters such as moisture, ash, protein, falling number, vomitoxin, and filth. Conduct rheology methods such as amylograph, alveograph, and farinograph. Prepare solutions and confirm proper treatments through qualitative testing for bromate, benzoyl peroxide, and enrichment.
- Perform finished product testing and make decisions regarding the release or hold of product. Communicate results to internal and external customers.
- Perform preventative maintenance, cleaning, basic repairs, and calibration to laboratory equipment. Manage site NIR programs.
- Perform experimental milling procedure to evaluate milling characteristics.
- Collect and send monthly samples to outside labs for analysis and track results.
- Participate in external and internal cross-check programs.

Grain Pipeline Management

- Actively involved in new crop transition, including analysis, and communication of results.



Customer

- Prepare samples for submission to customers as requested.
- Analyze complaint samples as requested and report results.
- Participate in customer visits to the GEC as requested.

Employee

- Provide technical support and training to other employees.
- Provide leadership in effective management of sample throughput, review of data, and follow up.

Functional / Plant Leadership

- Actively participate in initiatives to support Corporate Quality Assurance business plan. Share knowledge and expertise with QA teams at other sites. May include travel.
- Provide site leadership in an area outside the laboratory such as recognition, safety, lean, enlistment, and/or community service.

EDUCATION:

Minimum of a Bachelor of Science Degree in Cereal Science / Biology/ Chemistry/ Milling Science and/or 3-5 years of related laboratory experience.

LANGUAGE SKILLS:

Must be capable of following and communicating written and verbal instructions in English. Must have the ability to read, analyze, and interpret memos, reports, technical procedures. Must be able to effectively present information and maintain effective working relationships with other employees and due to potential contact with sales people, customers, and other personnel must be able to work closely with a variety of individuals and/or personalities.

MATHEMATICAL SKILLS:

Must be able to work with mathematical concepts and apply concepts such as addition, subtraction, multiplication, division, fractions, percentages, ratios, and proportions to practical situations.

REASONING ABILITY:

Must be able to define problems, collect data, establish facts, and draw valid conclusions. Must be able to interpret an extensive variety of technical information in report form and deal with multiple situations at any given time.

WORK ENVIRONMENT:

The work environment characteristics described here are representative of those that must be met by an employee successfully performing the functions of this job. Reasonable accommodations may be made for individuals with minor disabilities as long as the functions of the job are performed in a safe and efficient manner. The work environment is a flour mill laboratory. Frequent contact with operational aspects of the plant site are



possible while performing the duties of this job. The work environment exposes the individual to moving mechanical parts, fumes, chemicals, and airborne particles.

PHYSICAL REQUIREMENTS:

While performing this job, this employee is regularly required to be on his/her feet for long periods of time. At other times, it will involve sitting for long periods. This requires the use of hands to finger, handle or feel objects, tools or controls. Must not be allergic to wheat and/or associated dusts. The job is in an environment that exposes the individual to various noise levels and various temperature levels. The individual must be able to climb stairs and ladders, and various other activities such as bending, kneeling, standing and lifting. Occasionally may be required to lift up to 60 lbs. Due to the importance of the position to ensure the quality of Bay State Milling Company's product, an excellent attendance record is required. Several tests require ability to differentiate colors and ability to distinguish minute characteristics.

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 their work environment and prevent any accidental or intentional adulteration of product produced at this facility.

SAFETY:

While performing the job functions it is the expectation of the employee to work in a safe manner and follow company policies regarding safety. It is the expectation and responsibility of the employee to report any and all injuries immediately to their supervisors and to report to supervision any safety situation that the employee feels is substandard and poses a risk for employee injury, property damage or loss. Due to the presence of chemicals in the lab, it is important for the employee to understand chemical reactions, MSDS sheets, and safe chemical handling practices.