



**Job Title:** Quality Assurance Supervisor  
**Department:** Quality Assurance  
**Reports To:** Quality Assurance Manager  
**FLSA Status:** Exempt  
**Location:** Winona, MN

**SUMMARY:**

The Quality Assurance Supervisor reports directly to the QA Manager. This person is responsible for assuring that all quality and food safety protocols are executed to ensure compliance with all applicable legal and regulatory requirements in accordance with established company policies and procedures while maintaining the highest level of safety, quality, and productivity, including all Company, regulatory and customer requirements. S/he will instill a culture of continuous improvement by demonstrating key leadership skills and help lead the facility to achieve the highest level of food safety and quality standards.

The Quality Assurance Supervisor is responsible for monitoring and improving the overall Food Safety and Quality programs to deliver a finished product that meets or exceeds the requirements of Bay State Milling, Regulatory Authorities and Customer expectations. This includes but is not limited to the following items: Evaluate and monitor quality of inbound ingredients, inventories, production, and finished products. Identify, correct, and follow up on quality deviations. Active support in execution of Food Security Programs, Audits (GFSI, Internal, and Customer), and Integrated Pest Management. Manage program for load out sampling and analyses on incoming ingredients and dry blending products. Make ship/no ship decisions. Obtain an understanding of customer's business and provide technical support as needed.

ESSENTIAL DUTIES AND RESPONSIBILITIES include the following. Other duties may be assigned.

Quality/Food Safety:

- This position provides guidance and leadership to the laboratory team in the area of regulatory inspections and program administration, as well as provide support in the area of sanitation.
- Supply plant personnel with raw material, in-process, and finished goods results. Identify any deviations from established standards. Evaluate trends and cost/value opportunities.
- Work closely with procurement and production to consistently achieve customer quality specifications through raw material and finished product testing.

- Develop and execute policies and programs to maintain the facility at “audit ready” status and achieve acceptable third-party, internal, and customer audit scores.
- Develop and implement improvements to data systems. Provide training as necessary on improvements.
- Evaluate and prioritize incoming samples for testing.
- Provide analytical test procedure training and implement programs to maintain all laboratory equipment to produce accurate and repeatable analytical results. Validate results through review of cross-check results. Promptly address any cross-check results showing a negative trend.
- Active participation in the Commercialization Process including, but not limited to, label approval process, specification development, product matching projects, etc.

Customer:

- Respond and resolve daily quality and food safety non-conformities, and document Corrective Action to prevent future occurrences.
- Maintain and build on relationships with local customer base. Be a point of contact with customers for inquiries and questions relating to food safety and quality of the product.

Employee:

- Directly supervise QA Technicians.
- Conduct training of facility personnel and provide guidance for employees with regards to food safety and quality concerns.

**Plant/Business Unit:**

This position leads and/or actively participates in initiatives to support Corporate Quality Assurance business plan and site programs such as safety, recognition, enlistment, and community service.

**Technical Service**

This position will partner with Technical Services to address any questions relating to product performance.

**SUPERVISORY RESPONSIBILITIES:**

Along with the day-to-day management responsibilities of the laboratory, the Quality Assurance Supervisor is also responsible for supervising the Laboratory Technicians. This includes setting work schedules, scheduling vacations and other staffing absences, assigning daily tasks, setting

goals and expectations for the laboratory technicians as well as establishment of developmental plans.

**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.

**EDUCATION and/or EXPERIENCE:**

To perform this job successfully, the individual should have a bachelor's degree in Food Science, Cereal Science, Biology, Chemistry, Milling Science, or equivalent and 1-3 years laboratory experience. Experience in the grain business will be taken into consideration on a case-by-case basis.

**LANGUAGE SKILLS:**

Capable of following and communicating written and verbal instructions in English. Ability to read, analyze, and interpret general business periodicals, professional journals, technical procedures, or governmental regulations. Ability to write in English and complete reports, business correspondence, and procedure manuals. Ability to effectively present information and respond to questions from groups of managers, customers, and top management.

**MATHEMATICAL/COMPUTER SKILLS:**

Ability to work with mathematical concepts and apply concepts such as addition, subtraction, multiplication, division, fractions, percentages, ratios, and proportions to practical situations. Demonstrated ability to apply statistical concepts. Experienced in use of word processing, spreadsheets, presentation formats, and web-based applications. Experience with Laboratory Information Systems (LIMS) preferred.

**REASONING ABILITY:**

Ability to define problems, collect data, establish facts, and draw valid conclusions. Ability to interpret an extensive variety of technical instruction in mathematical or diagram form and deal with several abstract and concrete variables at any given time. The ability to offer solutions, be open to change, or drive change when necessary.

**TRAVEL:**

Ability to travel out of state periodically.

**PHYSICAL DEMANDS:**

The physical demands described here are representative of those that must be met by an employee successfully 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, the employee is regularly required to sit, use hands to figure, handle, or feel; reach with hands and arms; and talk and hear. Employee is frequently

required to stand, walk, climb, or balance, and must occasionally lift and/or move up to 50 pounds. Specific vision abilities required by this job include close vision, distance vision, and ability to focus.

**WORK ENVIRONMENT:**

The work environment characteristics described here are representative of those that must be met by an employee successfully performing the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

The work environment is essentially in a plant manufacturing facility. However, frequent contact with operational aspects of the plant site is essential. While performing the duties of this job, the employee is occasionally exposed to moving mechanical parts and fumes or airborne particles. The noise level in the work environment is usually moderate. Hearing protection is required in certain areas of the plant.

**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 prevents any 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 and Plant Manager have the authority to release product on hold.

**SAFETY:**

While performing the essential job functions, the employee is expected 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 the supervisor, 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.