



Position Title: Quality Assurance Supervisor **Department:** QA/Packhouse

Position Type: RFT

Reports To: GM and Manager,

Location: Mona, Utah

QA and Distribution

Purpose/Objective: The Quality Assurance Supervisor is a hands-on operational position responsible to ensure Houweling's products processes meet or exceed the quality standards required by our customers. In addition, this role is responsible to develop and validate all processes, ensure accurate and timely documentation and to provide leadership on Quality Assurance in Mona, Utah.

Key Job Duties:

Quality Assurance

- Responsible for the inbound/procured and outbound product entering HUU Operation.
- Assist in setting quality standards and ensures production is maintained at such standards.
- Complete appropriate testing and obtains approvals prior to release.
- Review and create quality reports daily to create informed decisions regarding all open sales accounts.

- Review inbound product report. After a decision is made by sales or inventory planning, take immediate action.
 1. If the product fails, and a financial agreement can't be reached between all parties involved, QA Supervisor will set up a federal inspection appointment.
 2. Ensure all defects are noted and a packaging plan has been created after reviewing with inventory planning and the pack house coordinators.
 3. Review report which shows defect percentage for each order shipping out the same day to create informed decisions.

- Advise account managers of any potential issues with their sales orders.
- Daily communication with the VP Logistics and Packhouse Operations, Grower, Shipping Supervisor, Procurement, and the Inventory Planning specialists.
- Brainstorming and problem solving throughout the day.
- Create a report which allocates what product (SKU/Harvested date/ quantity) will be packed for each finished good being packed, besides default packs. Reviews quality reports beforehand to ensure each customer gets product within specification. Inform sales of problems with pick to ensure all pick is packed to a SKU reflecting its quality.
- Create product movement report which is executed by distribution team.



- Ensure each order is being packed to customer specifications. If not/ communicate with Packhouse Manager to brainstorm an appropriate solution.
- Advise account managers of any aging inventory no longer being used for orders. Advise of any foreseen quality issues that will change the outcome of an existing sales order.
- Facilitate the dumping product process and documentation. This includes communications with sales, operations and inventory teams.
- Review the SQL Server Reporting Services (SSRS) report and assess inventory and aging of product to help prioritize which product is pulled for each order and which will be postponed for another day. This report is pulled from AX and Priva.
- Regularly review product shelf life and quality to determine if any steps are to be taken for improvement. Departments informed include – Growers, Sales, Packing based on the issue found.
- Assists with the product inquiries, returns, withdraw and recalls.
- Ensure all Food Safety and Worksite Safety requirements are implemented and adhered to.

Supervisor responsibilities:

- Ensure staff follow established policies and procedures while encouraging quality and continuous improvement.
- Assist in staffing requirements, work assignment and schedules.
- Assist in the recruitment of operations employees – interviewing and selection.
- Assist in new hire orientation and training and the ongoing training and development of the operations team.
- Monitor and mentor staff while providing feedback.
- Assist with production resourcing and scheduling (OT, Vacation, Absences and other time off)
- Ensure all managers, supervisors and employees are trained and adhere to all worksite safety, food safety, hygiene protocols and compliance standards.
- Assist in performance evaluation, promotion, and termination activities.

Skills/Knowledge:

- High School Diploma
- Experience in Food Industry
- Basic math skills
- Basic knowledge of Microsoft Office Suite
- Minimum 5 years' experience in QA in the Fresh Vegetable industry
- Full understanding of specifications for Tomatoes/Cucumbers and Peppers in the industry.
- Bilingual – English and Spanish
- Good understanding of Food Safety Principles.



- Basic knowledge with ERP systems (AX)
- Strong leadership and interpersonal skills
- Independent, self-motivated and positive attitude
- Strong organizational and time management skills
- Proven ability to manage and coordinate multiple projects in a fast-paced environment.
- Demonstrates strong creative problem-solving skills.
- Strong communications skills – verbally and written.
- Ability to present information to groups and conduct training.
- Emphasizes a philosophy of continuous improvement

Working Environment:

- Office, Packhouse and Greenhouse environment. The Greenhouse maintains an active Bee population to assist in our pollination process.
- Work standing or walking for most of shift
- Standard Operating Hours are Monday through Saturday with varying time schedules depending on production plans. Must be available to provide management coverage on alternating weekends with other members of the management team. Sundays are scheduled as required based on customer commitments.
- Perform physical duties, including but not limited to carrying, pushing, pulling, lifting, twisting, walking.