
POSITION DESCRIPTION

POSITION: Quality Assurance Manager
REPORTS TO: Sr. Director, Quality Assurance

PURPOSE OF POSITION

The Quality Assurance Manager executes quality assurance programs and processes for all FOCUS Brands concepts.

DUTIES AND RESPONSIBILITIES

- Performs quality assurance audits to vendor plants, brand license facilities, and DCs for compliance to product quality specifications, Good Manufacturing Practices, and Food Safety.
- Performs quality assurance product tests at vendor plants during production runs for compliance to Focus Brands product specifications.
- Performs routine quality tests of products sampled from DCs, vendor plants, and brand license products from retail locations.
- Monitors vendors and brand licensees Certificates of Analysis and Statistical Process Control.
- Manages vendors QA certification process.
- Reviews vendors third party audits and corrective action plans.
- Works with vendors and brand licensees to investigate and resolve product quality complaints.
- Works with third party labs to perform products testing.
- Performs DCs mock recalls.
- Monitors FDA and USDA recall list for FOCUS Brands vendors and brand licensees.

POSITION REQUIREMENTS

- Five plus years of quality assurance management experience; quick service/franchise operations experience preferred.
- BS degree in Food Science preferred.
- Minimum of three years of experience performing quality assurance audits in food manufacturing facilities.
- Experience in baked goods manufacturing.
- SQF Practitioner and/or BRC auditor certification preferred.
- Strong ethics and integrity in building personal relationships with all FOCUS Brands Associates, Franchise Partners and other key constituents.
- Possesses a high degree of drive and attention to details with a proven track record of achieving results.
- Possesses superior communications skills (written and verbal) to effectively interact and support all levels of Associates.
- Expert level skill with Microsoft Excel; Proficiency in other Microsoft platforms such as Word, PowerPoint and Outlook.