



JOB DESCRIPTION

Quality Assurance and R&D Coordinator

ESSENTIAL DUTIES AND RESPONSIBILITIES

Provides support as it pertains to quality assurance and research and development including such tasks as sample testing, customer complaint management, supplier and documentation administration.

- Product Sample
 - Creates basic labels for outbound samples using details provided by Dotta team or customer request.
 - Supports Dotta Foods sample team as needed by preparing samples for shipment following Dotta Foods sample standard operating procedures
- Supplier Documentation Administration
 - Works with Dotta Foods document management system and suppliers to ensure proper documentation is on hand and up to date
 - Utilizes document management system to ensure documents are replaced before their expiration
 - Gathers new supplier information and obtains documents necessary to add them into the approved supplier system
- Customer Complaint Management
 - Documents incoming customer complaints into Dotta Foods log.
 - Follows up with supplier, customer, end consumer and other entities as needed to complete investigation and response.
 - Keeps log up to date based on information gathered from communication.
 - Follows up to ensure complaints are closed out and corrective actions have been completed.
 - Tracks complaints and provides management with a summary on a regular basis
- Testing and Documentation
 - Organizes, conducts and maintains records of testing products within development, at plant trial, through shelf life, on shelf verification and as needed.
 - Coordinates and organizes results of analytical and microbiological testing with 3rd party laboratories as needed.
 - Conducts product cuttings, sensory and analytical testing according to business demands.

- Organizes and documents competitive shop analysis to share with the management team.
- Communicates results of testing as necessary to Dotta team and/or suppliers.
- Carries out tests of new development formulas and documents test results including but not limited to changes and analytical test results.
- Supports ad hoc projects to the best of their ability as needed by Dotta management

QUALIFICATIONS

- Must be able to read, write and speak clearly and effectively in English.
- Passionate and hard worker with excellent organizational skills that can multitask effectively
- Should exert sound judgment, discretion and preserve confidentiality.
- Pays attention to details and has high standards of excellence in the work performed
- Highly level of proficiency with technology: computer skills including MS Word, Power Point, Excel, Outlook and others.
- Assertive and confident decision-maker with good problem resolution and creative thinking skills.

COMPETENCIES

- Adaptability and Flexibility
- Great time management with sense of urgency
- Dependability
- Personal Organization
- Self-Starter

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

BA or BS or equivalent experience. Previous food industry and/or consumer product industry preferred. Experience interfacing with people in a fast paced environment. Able to communicate verbally and written with customers and supplier from around the world.

LANGUAGE SKILLS

Ability to read, analyzes, and interprets professional journals, technical procedures, or governmental regulations. Ability to write reports, business correspondence, and procedure manuals. Ability to effectively present information and respond to questions from groups of managers, clients, customers, and the general public.

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.

While performing the duties of this job, the employee is regularly required to sit and talk or hear. The employee frequently is required to stand; walk; use hands to finger, handle, or feel; and reach with hands and arms. The employee is occasionally required to stoop, kneel, crouch, or crawl and taste or smell. The employee must occasionally lift and/or move up to 25 pounds. Specific vision abilities required by this job include close vision, distance vision, color vision, peripheral vision, depth perception, and ability to adjust focus.

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, the employee is regularly required to work independently and with and around others. There is frequent verbal and face-to-face contact. The employee is frequently required to be available for extended hours. . The noise level in the work environment is usually moderate.

SPECIAL NOTATION

This job description is a general description of the minimum essential job functions and is provided only to be in compliance with State and Federal regulations. It is not intended as an employment contract, nor is it intended to describe all duties someone in this position may perform. Additional job duties will be described by the supervisor and the person performing this job function will be expected to perform those job duties as well. All employees of Dotta Foods, LLC are expected to perform tasks as assigned by Dotta Food's management personnel, regardless of job title or routine job duties.

Thank you for your interest in a career with Dotta Foods! We'd love to learn more about you! Take the next step and email a small introduction with your latest resume. If you're a good match for the role, we'll reach out and arrange a time to chat.

Attach and submit your resume to alisa@dottafoods.com