

Inspection Program Assistant Manager

Position Summary:

The Inspection Program Assistant Manager's role is to lead the Inspections Team and oversee PCO's Inspections Program, which includes performing supervisory duties for Inspections Team Staff.

Team Statement:

The Inspection Program Assistant Manager leads the Inspections Team, which has the following areas of responsibility:

1. Inspections
2. Inspections Coordination
3. Inspection Policy and Procedures
4. Inspections Personnel Management

Primary Duties & Responsibilities:

Inspections

- Conduct inspections in accordance with PCO policies and procedures
- Maintain high-level understanding of inspection process and ensure all required qualifications to perform inspections are in good standing

Inspections Coordination

- Oversee the implementation of inspections and assignments for all programs (e.g. organic and grass-fed) and types (e.g. unannounced, residue testing and investigative) to ensure targeted metrics, recurring inspection requirements and efficient use of inspector resources including travel time and expenses
- Manage residue testing and unannounced inspection programs, including establishing focus areas and establishing vendor relationships (e.g. labs).
- Develop and generate reports communicating Inspection Team performance metrics
- Oversee annual and new inspector contract process, including revision/review
- Manage inspections database, ensuring records regarding inspections and inspectors are consistent and current.

Inspections Policy and Procedures

- Oversee the implementation of strategies of annual work plan goals in order to continuously improve inspection processes to ensure quality and efficiency with support from the Certification Director
- Implement identified program development needs, as delegated, with support from the Certification Director
- Develop and implement policies, procedures and documents consistent with organic regulations and other PCO programs related to the inspection process with support from the Certification Director
- Write public comments on regulatory proposals on behalf of PCO, including NOSB recommendations, NOP proposed rules, and NOP draft handbook documents as assigned by supervisor
- Participate in industry working groups, task forces, and listserv discussions

Inspections Personnel Management

- Manage inspector relationships and contracts ensuring adequate assessment, recruitment, training and on-boarding

- Develop and lead annual inspector training plan providing inspectors with resources as identified as needed
- Develop instructional materials for inspectors and internal staff
- Manage inspector risk-assessment and field evaluations
- Manage inspector evaluation process and perform Inspector summary evaluations
- Monitor inspector performance in areas of cost-effectiveness, timeliness, professional behavior, and timely communication
- Maintain and improve consistency and quality at all levels of the inspections program

Financial Planning and Management

- Meet Inspections financial objectives by estimating requirements; submitting an annual budget; and scheduling expenditures with support from the Certification Director

People Management

- Provide leadership to the Inspection Team, coach, mentor, develop direct reports, and manage a high-performing team that delivers continuous improvement.
- Drive any necessary culture change and improvement in staff performance to deliver team and individual goals
- Provide coordination and coaching to the team, ensuring they are trained, enabling them to achieve the operational metrics within their areas of responsibility and succeed in their roles.
- Complete regular performance reviews, and manage any other people issues in conjunction with CD and HR

Other

- Participate in staff, policy and certification team meetings (additional meetings as needed)
- Regularly communicate with managers and supervisors to discuss concerns or successes within respective program areas
- Participate in audits and accreditation site visits as requested by Certification Director, including coordinating witness audits in conjunction with Quality Systems and IT Manager
- Any other task relevant to these duties or the mission of the organization as assigned by supervisor or Executive Director

Job Requirements:

- Position
 - Bachelor's degree in agriculture, environmental studies, or other relevant field (or equivalent combination of education and training)
 - Minimum 2 years' experience in inspections or certification related role, preferably in a regulated industry
 - Competency in the subject matter of the inspections being performed
 - Knowledge of organic standards and regulations
 - Inspection experience preferred
 - 1 -2 years of supervisory experience, preferred
 - Familiarity with certification procedures
 - Excellent organizational skills
 - Public speaking or teaching experience
 - Ability to attend conferences, meetings, training, or other events that involve travel

- General
 - Analytical problem-solving ability
 - Ability to manage multiple priorities and perform within deadlines
 - Excellent communication, writing, and interpersonal skills
 - Able to work with minimal supervision while understanding the necessity for communicating and coordinating work efforts with others. Must be able to develop a work plan and perform in a team environment.
 - Computer proficiency: word processing, spreadsheets, internet research, databases
 - Performs work with utmost honesty and integrity. A criminal background check is required.
 - Understands and appreciates the importance of extraordinary customer service
 - Dedicated to PCO's mission
 - United States citizen or legally approved to be employed in this position in the United States
 - Serving as a representative of PCO in relevant industry areas as appropriate, and role modeling diversity, equity, and inclusion.

Class: Full time, exempt

Reports to: Certification Director

Physical Requirements / Working Conditions:

- Outdoor work environment
- Physical requirements of standing, bending, and occasional light lifting
- Travel required
- Valid driver's license

This job description in no way states or implies that these are the only duties to be performed by an employee occupying this position. Employees may be required to perform other related duties as assigned, to ensure workload coverage. Employees are required to follow any other job-related instructions and to perform any other job-related duties requested by their supervisor. This job description does not constitute an employment agreement between the employer and the employee and is subject to change by the employer as organizational needs and requirements of the job change.