

Certification Program Assistant Manager

Position Summary:

The Certification Program Assistant Manager role leads an assigned program subteam within the larger Certification Team (e.g., P/H Team, C/L Team, New Client Team), which includes performing supervisory duties for Certification Specialist and Program Assistant staff within an assigned subteam program.

Team Statement:

The Certification Program Assistant Manager leads their assigned program subteam within the Certification Team, which has the following areas of responsibility:

1. Certification Review Process
2. Certification Policy and Procedures
3. Compliance and Enforcement
4. Client Services

The Certification Program Assistant Manager's work focuses on all of the areas listed above.

Primary Duties & Responsibilities:

Certification Review Process

- Oversee workflow and prioritization of client files, including assigning reviews to Certification Specialists on subteam, as applicable
- Completing final reviews of new clients or those adding a scope, as assigned
- Review certification applications, inspection reports, and supporting documentation and determine compliance status, as assigned
- Manage assigned program subteam and the work of individual direct reports in such a way as to promote consistency, timeliness, and quality of reviews and certification decisions, including regular monitoring and evaluation
- Collaborate with other subteams to ensure consistency in certification decisions across the organization.
- Oversee and monitor risk assessment process of operations
- Report certification review or process-related issues to the Certification Director as needed

Certification Policy and Procedures

- Maintain a thorough understanding and provide regulatory reports/assessments as necessary of all relevant aspects of NOP regulations and other standards. Other standards may include international organic standards, private standards, or other non-organic related standards (e.g., FDA, USDA, AAFCO, TTB, State laws)
- Assist with the creation and development of organizational and internal policies, procedures, and guidance documents
- Serve as a resource for staff, contractors, operators, and management regarding technical standards and complex certification issues and questions.
- Participate in industry working groups, task forces, listserv discussions, and other relevant training and events to stay current on present and future rulemaking, industry climate and collaborate with other certifiers.

Compliance and Enforcement

- Oversee assigned program subteam's compliance and ensure all outstanding issues are actively followed up on
- Assist Certification Director on compliance and enforcement issues, including mediation, settlement agreements, etc.
- Participate in audits and accreditation site visits, as requested

Client Services

- Oversee workflow and prioritization of customer service requests, as applicable
- Ensure outstanding customer service and a successful experience throughout a prospective clients certification journey, as assigned
- Engage with prospective and existing clients to enhance customer service and increase renewal of service, as assigned
- Develop and drive initiatives to attract and retain clients in collaboration with Leadership Team, as assigned
- Ensure that incoming client communication and documents are delegated and recorded properly
- Assist with responding to initial inquiries about a certification to increase lead-to-application rate, as assigned
- Track new applications to ensure a timely response, as assigned.
- Manage the delivery of all certification correspondence and documents to certification staff, inspectors, new applicants, and renewing certified operators, including but not limited to info packs/applications, annual update paperwork, and initial review, certification, and inspection reports, as assigned
- Manage processing and data entry of all applications and annual updates, as assigned

People Management

- Provide leadership to assigned program subteam, 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(s), ensuring they are trained, enabling them to achieve the operational metric goals within their areas of responsibility and succeed in their roles.
- Complete regular performance reviews and manage any other people issues in conjunction with CPM and HR.

Other Duties

- Participate in database development and implementation
- Support the Certification Director with program subteam reports and representation to the leadership team
- Participate in staff and certification team meetings (additional meetings as needed)
- Ensure the avoidance of conflict of interest throughout the certification process and update the PCO Conflict of Interest form on an annual basis at a minimum
- Manage and oversee meetings and communications amongst certification personnel within the assigned program subteam
- Represent PCO at public events as assigned. Provide reports on information, trends, initiatives, etc. relevant to PCO programs and strategic plan
- Collaborate with the Certification Director in the development of educational materials and resources for clients and staff
- Interface with the National Organic Program & other standard owners as necessary.

- Actively participate in industry associations, professional networks, and working groups to represent PCO programs, as requested.
- Serve as a PCO representative in relevant industry areas as appropriate and role model diversity, equity, and inclusion.
- Other duties as assigned by Certification Director

Job Requirements:

- Position
 - Bachelor's degree in relevant field (or equivalent combination of education and training)
 - Minimum two years experience in certification review related role
 - Previous supervisory experience preferred
 - Strong regulatory compliance experience
 - Strong knowledge of organic standards and regulations
 - Familiarity with the certification procedure
 - 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. 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

Class: Full time, exempt

Reports to: Certification Director

Physical Requirements / Working Conditions:

- Climate controlled office environment
- Minimal physical requirements other than occasional light lifting
- Moderate travel required

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.

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