



**Navajo Agricultural Products Industry (NAPI)
POSITION DESCRIPTION**

JOB TITLE:	Quality Control Coordinator
DEPARTMENT:	853 – ATRL
REPORTS TO:	Lab Manager
APPROVED BY:	<i>Burlah E. John</i> , Human Resources Manager

JOB CODE:		PAY GRADE:	FC
PAY STATUS:	Hourly		
REGULAR/SEASONAL:	Regular Full Time		
DATE APPROVED:	7/20/2017		
DATE REVISED:	1/10/2022		

I. POSITION FUNCTION SUMMARY:

Under the direct supervision of the Lab Manager, the Quality Control Coordinator inspects agricultural commodities, processing equipment and facilities, to ensure compliance with regulations and laws governing health, quality, and safety; ensure all paperwork in regard to food safety and security is completed in accordance with outlined regulations.

II. ESSENTIAL FUNCTIONS, DUTIES, AND RESPONSIBILITIES:

The following statements are essential functions of this position and not intended to be all-inclusive; rather, they are intended to describe the general nature and level of work to be performed. They are not to be construed as an exhaustive list of all responsibilities, duties and skills required of the incumbent, and an employee may be directed to perform other reasonably related job duties and responsibilities. NAPI reserves the right to revise or change the job duties and responsibilities as the need arises, based on business need, and this position description may be updated accordingly. This position description does not constitute a written or implied contract of employment.

Essential Duties & Responsibilities

1. Maintains compliance with Global G.A.P, and Oregon Tilth Organics standards for total quality and food safety controls.
2. Maintains and complies with total quality controls according to USDA standards relating to inspection, grading, storing, handling, and shipments that ensure NAPI concerns on food safety.
3. Interprets and enforces government acts and regulations and explains required standards to agricultural workers.
4. Inspects agricultural commodities and related operations for compliance with laws and regulations governing health, quality, and safety in order to maintain Global G.A.P, and Oregon Tilth Organics.
5. Inspects and test horticultural products to detect harmful diseases, chemical residues, and infestations, and to determine the quality of products.
6. Inspects the cleanliness and practices of establishment employees.
7. Monitors the operations and sanitary conditions of packing and storage facilities.
8. Inspects food products and processing procedures to determine whether products are safe to eat.
9. Monitors and verifies daily quality control and sanitation logs for food safety.

10. Collects samples from plants and/or products, and route them to laboratories for microbiological physical/chemical assessment, ingredient verification, and other testing.
11. Maintains recording system of food products to ensure compliance of sanitary and quality control measures.
12. Writes reports of findings and recommendations, and advise supervisors of corrective action to be taken.
13. Maintains training records related to food processing and Global G.A.P, Oregon Tilth Organics compliance for Freshpack, 371 Organic Storage, Granary, Region 1 Potato Bays, Region 1 Fresh Pack, Region 1 Agronomy building and Scales department employees.
14. Assists Lab Manager in compiling and maintaining food processing records for audits.
15. Corrects audit findings and implements new department processes to maintain compliance.
16. Verifies that transportation and handling procedures meet regulatory requirements.
17. Takes emergency actions such as closing production facilities if product safety is compromised.
18. Compiles, documents and revises a continuous food safety manual for crop.
19. Provides traceability on product shipments and inventory on hand.
20. Assists in storage and trans-load operation during peak season in sorts, maintenance or repairs, and operation handling equipment as it pertains to Global G.A.P. standards.

Other

21. Works collaboratively, cooperatively, and in coordination with fellow team members and with others in the organization, treats them with respect, courtesy and consideration, and shows understanding and the appropriate support of other team members to help get the job done.
22. Provides information, guidance and resources to diverse groups of customers, clients and others outside of the organization; treats them in a friendly manner with professionalism, helpfulness, respect, courtesy and consideration at all times regardless of circumstances.
23. Maintains regular, dependable attendance and punctuality, and physical presence at the assigned worksite; must interact directly with people or objects at the worksite on a regular basis. Communications technology may, for certain tasks and under certain circumstances, enable an employee to effectively perform some of the work-related duties from home on a temporary basis.
24. Performs other duties as assigned and which are deemed necessary or desirable by NAPI.

III. POSITION AUTHORITIES AND ACCOUNTABILITIES:

General:

Position has low to no level of line responsibility and very limited authority to make independent decisions over an assigned department or function.

Results of Action:

Position has no accountability for budgetary or financial decisions, and decisions will have no impact on resource utilization or budget within NAPI.

Budgetary & Financial Resources Accountability:

Position has low level of accountability for budgetary or financial decisions, and decisions will have a high degree impact on resource utilization within NAPI; responsible for a moderate level of impact on an operating budget for the Department;

Equipment/Material Management & Accountability:

Position has a minimal level of responsibility for equipment, material, or supplies; proper utilization is required plus accountability for first-echelon maintenance may be required; minimal authority and accountability for purchase within strict policy guidelines may be present.

Confidential and Sensitive Information:

- Incumbent has limited access to sensitive and proprietary company data, including but not limited to services, legal and financial data, and an essential job result is the maintenance of a high level of confidentiality of the information processed by the employee.
- Incumbent has a limited access to personal and professional data regarding individual employees and their families, and to personal data regarding customers/clients/members and their families, and must comply with the Fair and Accurate Credit Transactions Act (FACTA) to keep that data secure and private.
- Incumbent has no access to health data of employees and their families, and to health data of customers/clients/members and their families, and must comply with the Health Insurance Portability and Accountability Act (HIPAA), to keep that data secure and private.

Independence of Action; Supervision Received:

The Quality Control Coordinator works under direct supervision of the Lab Manager. Employee works along on routine work and checks with supervisor only when in doubt. Production generally precedes a check on the quality of work. Established methods and procedures are clearly established and general instructions provided.

Supervision Exercised:

The Quality Control Coordinator has no supervisory authority or responsibility, although the Quality Control Coordinator may retain functional authority over specific projects or areas of responsibility as specified in this Job Description or otherwise delegated by the Lab Manager.

IV. POSITION QUALIFICATIONS AND REQUIREMENTS:

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 for the position, but is not a comprehensive list. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

Education and Experience:

Required:

- High School Diploma, GED, or High School Equivalence.

Preferred:

- Prior experience in marketing an agricultural product or working with agricultural products, Quality Control, Quality Assurance, Food Safety, and or other related work in an agricultural setting.
- College course work in Agriculture, Business Administration, Marketing, Food Science and Technology or a relative field of study.

Substitution:

- Education/training can be substituted for previous work experience.

Navajo Preference:

Navajo preference will be applied in accordance with the Navajo Preference in Employment Act (NPEA), it is Navajo Agricultural Products Industry's ("NAPI") goal and intention to strictly adhere to the NPEA in all employment practices and hire qualified Navajo Personnel for all positions. Tribal sovereignty support and Navajo preference initiatives are mandatory.

Language Requirements:

Required:

Ability to read and write English in order to understand and interpret written procedures and technical manuals. This includes the ability to give and receive instructions in written and verbal forms and to effectively present information and respond to questions from vendors, contractors, supervisors and co-workers.

Preferred:

Bi-lingual (English/Navajo)

Shared Responsibilities:

As a requirement of their employment, all NAPI employees are expected and required to follow and adhere to the following job responsibilities:

- Support the mission, vision, values, and goals of Navajo Agricultural Products Industry.
- Support excellence in our customer service philosophy, and deliver excellent customer service both to internal and external customers.
- Adhere to all company policies and procedures.
- Follow all safety policies, guidelines, and work rules, and participate in trainings.
- Practice good stewardship of NAPI property and follow policy.
- Act in a professional manner at all times.
- Function from INTEGRITY, HONESTY, and LOYALTY in all activities concerning NAPI.
- Follow the current NAPI Strategic Plan initiatives.
- Maintain and support a team environment within the workgroup, and with other departments.
- Champion NAPI in the community.

Core Competencies:

Performs the essential functions and elements of this position competently, demonstrating adequate progress throughout the course of the introductory period of employment and continuing throughout employment with NAPI. A variety of personal competencies need to be demonstrated by everyone at NAPI, and include but are not limited to:

- **Quality/Compliance:** Achieving a standard of excellence with our work processes and outcomes with attention to detail, honoring NAPI policies and all regulatory requirements.
- **Customer focus:** Striving for high customer satisfaction, going out of our way to be helpful and pleasant, making it as easy as possible on the customer or client, rather than on self, department, or organization.
- **Communication:** Balancing listening and talking, speaking and writing clearly and accurately, influencing others, keeping others informed.
- **Collegiality:** Being helpful, respectful, approachable, and team oriented, building strong working relationships and a positive work environment.
- **Initiative:** Taking ownership of our work, doing what is needed without being asked, following through
- **Efficiency and Continuous Improvement:** Planning ahead, managing time well, being on time, being cost conscious, thinking of better ways to do things
- **Coachability:** Being receptive to feedback, willing to learn, embracing continuous improvement
- **Safety:** Comply with and actively support all workplace safety policies and practices.
- **Team Player:** able to work collaboratively with others in the organization, and to work well with diverse groups of people and gain and maintain respect of others, both inside and outside of NAPI.
- **Self-Management:** Skill in managing one's own time, being self-directed, able to work in a changing, stressful, fast-paced and varied work environment; must be detail-oriented and thorough in completing tasks, and persistent in the face of obstacles.

Knowledge, Skills and Abilities:

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 to perform the essential functions of the position, but are not a comprehensive list:

- Knowledge of raw materials, production processes, quality control, costs, and other techniques for maximizing the effective distribution of goods.
- Knowledge of principles and processes for providing customer and personal services. Knowledge of customer needs assessment, meeting quality standards for services, and evaluation of customer satisfaction.
- Knowledge of principles and methods for showing, promoting, and selling NAPI products.
- Ability to report to work on time, as scheduled, every day.
- Ability to follow all food and safety requirements.
- Ability to demonstrate safe work habits and promote safe working environment.
- Ability to pay attention to details and thorough in completing work tasks.
- Ability to developing one's own ways of doing things, guiding oneself with little or no supervision, and depending on oneself to get things done.
- Ability to take on responsibilities and challenges.
- Ability to maintain composure, keeping emotions in check, controlling anger, and avoiding aggressive behavior, even in very difficult situations.
- Ability to being open to change (positive or negative) and to considerable variety in the workplace.
- Ability to accept criticism and dealing calmly and effectively with high stress situations.
- Ability to being sensitive to others' needs and feelings and being understanding and helpful on the job.
- Ability to communicate with people outside the organization, representing NAPI to customers, the public, government, and other external sources. This information can be exchanged in person, in writing, or by telephone or e-mail
- Ability to establish and maintain personally challenging achievement goals and exerting effort toward mastering tasks.
- Ability to be persistence in the face of obstacles.
- Ability to be reliable, responsible, and dependable, and fulfilling obligations.
- Ability to be honest and ethical.
- Ability to be pleasant with others on the job and displaying a good-natured, cooperative attitude.

Certification, Licenses and Registrations:

- Must have and maintain a current New Mexico, or Arizona driver's license, must have and maintain an NAPI-insurable driving record, and must provide proof of current liability insurance meeting or exceeding State-required minimum coverages.
- First Aid, CPR, Defensive Driving Course.

Training Requirements:

- Must successfully complete all NAPI-required safety and other training
- Must successfully pass and maintain training certification in all state, NAPI, individual-specific, and/or other training requirements of the position and job assignment.
- Additional specific training requirements for this position may be required by NAPI.

Tools and Equipment Used:

- Standard office equipment, including desktop computer and standard MS-Office applications
- Must be able to operate a company vehicle and a two-way radio.

Other:

- In accordance with the conditional offer of employment, individual must pass drug screen, and all NAPI, and other required background investigations.
- Additional drug screening and background investigations may be required depending on the job assignment, or job transfer.
- Must read and acknowledge NAPI's Non-disclosure agreement.

V. PHYSICAL & MENTAL DEMANDS and WORKING CONDITIONS

The physical and mental demands, and working conditions described here are representative of those that must be met by an employee to successfully perform the essential functions of this job. The work environment characteristics described here are representative of those an employee encounters while performing the essential functions of this job. The physical and mental demands, and working conditions 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 of this position.

NAPI maintains a comprehensive, detailed assessment of the physical and mental demands, and working conditions for this position, which are also included in the incumbent's employment file.

Physical Effort and Demand:

- Significant physical demand is required to perform the work; an employee in this position frequently stands, walks, kneels, squats, crawls, twists, and climbs.
- None to insignificant physical demand is required to perform the work; an employee in this position periodically lifts a minimum of 50 pounds.
- Significant physical demand is required to perform the work; an employee in this position frequently using hands to finger, handle or feel, reach with hands and arms.

Visual Acuity, Hearing, Speaking, Manual Dexterity:

- Must have visual acuity and manual dexterity to perform timely and accurate data entry;
- Must be able to make individual, small group, and large group presentations as required by position

Mental Demand:

- Effective performance requires continual thinking and attention to work/detail demanded by the Knowledge, Skills and Abilities and essential functions of the job.
- Must be able to work non-standard work hours as required to fulfill job responsibilities.

Environment/Working Conditions:

- Little to no hazardous condition exists in the work environment. The work environment is pleasant; only minimal negative physical factors exist.
- Above average amount of negative psychological factors; these factors must be addressed and considered in the performance of duties and have potential for a negative impact on job incumbents.

- Little to moderate exposure to hot, cold, wet, humid, or windy conditions caused by weather, depending on department job assignments.
- Little to moderate exposure to conditions such as dust and particles that affect the respiratory system, eyes or, the skin, depending on department job assignments.
- Little to moderate exposure to noise level in the work environment may be loud.

Continued on next page.

VI. EMPLOYEE ACCEPTANCE:

By my signature below, I certify that I have read my Job Description and understand my assigned responsibilities, and have been given a copy of this Job Description.

Employee – please initial each of these statements below to indicate your agreement, in addition to your signature at the bottom of this page:

	I acknowledge that I have been given access to a print and/or electronic copy of the Employee Policies and Procedures Handbook, and understand that I am responsible for reading and following all relevant policies and procedures outlined in it.
	I understand that I am responsible for following all departmental and job-specific policies, procedures, work rules, and other guidelines.
	I understand that neither the Board of Directors nor management of NAPI can guarantee my employment, and that NAPI can change compensation, benefits, and conditions of my employment at any time and at its full and sole discretion to meet business needs of NAPI.
	I further understand that the foregoing Job Description is not all-inclusive of the duties to which I may be assigned. To meet business needs, ensure maximum flexibility and efficiency, and to encourage cross training, I acknowledge that I may be assigned additional duties as are deemed necessary or desirable by NAPI.
	I acknowledge that NAPI also reserves the exclusive right to transfer, assign, or locate the incumbent to another job assignment within this job title for which I am qualified. Such transfer, re-assignment or re-location may be on either a temporary or regular basis, and shall be done to meet the business needs of NAPI.
	I also certify that I can perform the essential functions of this Job Description either with or without a reasonable accommodation.
	I further acknowledge that this Job Description does not constitute a written or implied contract of employment with NAPI.

Accepted and Acknowledged by:

Employee Signature *Date*

Print Employee Name

Witnessed by:

NAPI Representative Signature *Date*

Print NAPI Representative Name and Job Title