

Job Title: Food Safety and Quality Assurance Manager

Department: Highland Fisheries

Division: Global Supply Chain



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Purpose of Position:

The Food Safety & Quality Assurance Manager is responsible to oversee and manage the current Food Safety Quality Assurance program and broaden the scope of our existing protocols to achieve a verifiable level of true world-class food safety and industry leading quality. Working in close liaison with the Facility Manager, Operational and Production Staff, Food Safety Team, OHS Manager, and specifically the Quality Control Supervisors, Technicians, and most importantly our plant personnel. Key focus on food safety, quality, teamwork, communication, the intimate details and fine tuning of our existing protocols, policies, new product initiatives, product recall, and statutory and regulatory requirements for all the countries to which we export.

Reporting Structure:

This position reports to: Group Director of Quality Assurance.

Direct daily liaison with the Plant Manager.

This position has the following positions reporting to it: Quality Technicians

Duties & Accountabilities (Responsibilities):

The following specific job responsibilities relate to this position:

- Manage our QMP/HACCP programs to ensure full understanding, support, adherence, comprehension and verification.
- Manage and Lead the team to achieve GFSI accreditation, renewed annually.
- Supplier auditing from a GFSI / BRCGS perspective for all food products, ingredients, additives, direct and indirect packaging utilized by this facility.
- Coldstorage and Distribution auditing to ensure we have verifiable confidence in the "Chain of Quality" from Harvest to Plate.
- Thorough knowledge, understanding and training as required for our Clearwater Product Recall Policy including amendments to meet the specific facilities requirements.
- Thorough knowledge and understanding of the Import and Food Regulations for our key markets namely EU, China, Japan, USA, Canada as well as emerging markets such as India to ensure compliance.

- Manage our Customer Complaint Program from a QA/QC perspective to ensure an accurate prompt response and to compile trend analysis to support our success.
- Participate in and provide support and direction on all food safety, quality, opportunities and initiatives.
- Annual QMP review to ensure we are at the leading edge of Food Safety and Quality.
- QA/QC team dynamic evaluation to ensure we are effective in our approach. Assessment and review, mentoring and training to close any gaps in our existing or new programs.
- Working closely with the facility manager to ensure we have true verifiable support for Food Safety & Quality and buy in from all staff. Including measurable documented proof of support.
- Keep abreast of emerging risk in the food-manufacturing sector to ensure we are proactively prepared.
- Quality and Food Safety liaison with CFIA, FDA, USDA, EU, GACC and other food regulatory agencies.
- Direct “Chain of Communication Quality” contact between the fleet QA Manager and the facility as it relates to the specific product processed.
- Actively participate in meetings and fully support the Food Safety Team.
- Provide support, direction and training to QC staff, production supervisors, employees and when called upon to provide support and training for senior staff, sales teams, shareholders, and customers to ensure a thorough understanding of our policies and protocols that make us a proven leader in the delivery of the safest, highest quality wild caught seafood in the world.
- This job description may be amended at anytime to address emerging risk to our food safety and quality assurance program.
- Lead and Drive a Culture of Quality throughout the Highland Fisheries team.

Key Behavioral Competencies (Personal Characteristics):

These are essential in order to perform the job successfully.

(Examples: Communication, Collaboration, Analytical thinking, Problem Solving, Customer Service, Team Focus, etc.

- Exceptional verbal and written skills required for communication, training, internal and external presentations.
- Proficient in Microsoft Excel, Word, Outlook, PowerPoint, Document management and control.
- Strong Analytical Skills;
- Demonstrated problem solving abilities;
- Ability to work both independently and as part of a team;
- Strong experience in Food Safety and Quality Control

Working Conditions:

Location: Plant environment

Travel: As required

Physical Demands: Standing for long periods of time

Environment: Cold, damp, wet, noisy environment

Qualifications:

Education, Years Experience, Language, Competency, Supervisory/Management Experience, Computer/Technical Skill, etc.

- Successful completion of University Science Degree preferable majoring in Biology, Chemistry and or the Food Sciences.
- Intimate working knowledge, experience, and understanding and the ability to train others in all aspects of GFSI BRC version 8 and draft version 9.
- Management experience in Food Processing / Food Safety-Quality environment.
- Product / Process costing and AOP budgeting participation
- QMP/HACCP/BRC staff training and mentoring.
- Proven through detailed understanding of Advanced Food Safety & Quality Concepts.
- Proven working knowledge of “SPC’s” Statistical Process Control – Quality Systems and Root Cause Analysis.
- Physical, Biological, Chemical measurement and assessment in food product processing and development.
- Working knowledge of CFIA QMP/HACCP, FDA/FSMA, USDA, Codex Alimentarius, Microbial Pathogens, Statutory and Regulatory exports and strong participation in training to excel in these areas.
- Valid Driver’s License & Passport and is willing and able to travel inter-provincially & internationally as required.
- Must have a clear criminal record for CTPAT and travel regulations.
- Must be capable of working in a fast-paced environment, and tolerate vessel & shore-based production facilities with a wet or damp environment.

Send resume to:

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