



Quality Certification Services (QCS)

5700 SW 34th Street, Suite 349, Gainesville FL 32608

phone 352.377.0133 / fax 352.377.8363

www.qcsinfo.org

Job Title: Organic Certification Reviewer
Job Family: 3T
Level: 1-2
Reports To: Designated Certification Supervisor
Work Location: Corporate office/Remote as designated
Classification: Full-time, Non-Exempt
Direct Reports: None

Date: February 4, 2025

Approved: Kelly Abbott

JOB SUMMARY:

Efficiently and effectively review organic system plan applications, inspection reports and related information to evaluate compliance with the rules, regulations, and standards that govern organic certification in line with QCS policies and procedures. Make certification decisions for organic standards, production scopes, and additional certifications as designated. Carry out appropriate oversight and enforcement activities on applicants and certified operations. Provide excellent customer service to QCS clients through clear and professional communication about the regulatory requirements and the certification process as relevant to each operation. Support the company mission to promote organic and sustainable agriculture. Perform other duties as assigned.

ESSENTIAL DUTIES AND RESPONSIBILITIES:

- Provide excellent customer service to QCS clients through clear and professional communication about the regulatory requirements and the certification process as it relates to their organic system plan, operation, and supply chain.
- Complete training to gain and increase proficiency in organic production and labeling standards for designated areas of certification review.
- Maintain up to date knowledge of organic regulatory standards, interpretation, guidance, and policies applicable to designated areas of certification review.
- Review organic system plan applications for completeness and compliance with applicable organic regulatory and related standards.
- Review inspection reports, the results of analyses conducted, and any additional information requested from or supplied by the operation to determine compliance with the applicable organic and related standards.
- Obtain missing/additional information from applicants and certified operations as needed to evaluate compliance.
- Identify non-compliances and carry out enforcement activities by issuing findings, evaluating corrective actions, and implementing adverse actions.
- Make certification decisions for designated standards and scopes of operations.
- Conduct additional oversight activities as assigned.
- Perform certification review and other designated activities in line with regulatory requirements and QCS policies and procedures.



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- Participate in certification review team activities to share and gain knowledge, skills, and expertise and contribute to the improvement of QCS certification processes and procedures.
- Perform other duties as assigned.

TEAM RESPONSIBILITIES:

- Present a positive disposition when interacting with clients, build and maintain client satisfaction, and seek ways to improve service delivery.
- Follow fiscal guidelines, regulations, principles, and standards; seek ways to reduce costs.
- Support the company mission in supporting and promoting organic and sustainable agriculture and the company's services and programs. Link mission, vision, values, goals, and strategies to everyday work.
- Adhere to a set of core values that are represented in decisions and actions. Earns others' trust and respect through consistent honesty and professionalism in all interactions.
- Seek and acquire new competencies, work methods, ideas, and information that will improve one's own efficiency and effectiveness on the job.
- Diligently attend to details and pursue quality in accomplishing tasks.

ADDITIONAL RESPONSIBILITIES:

- Help others navigate complex or sensitive issues, keeping the client's best interest in mind as well as the integrity of the standards.
- Interpret complex, technical, professional, legal information, publications or regulations.
- Apply logic and complex layers of rules and regulations to analyze and categorize complicated information. Break down complex information into component parts so others understand.

QUALIFICATIONS:

- Minimum of two years' experience in relevant policy development and training, organic certification or inspection or other relevant field of study
- Prefer technical knowledge of organic regulations and organic production in one or more areas of crop, livestock, processing and handling or related field.

KNOWLEDGE, SKILLS AND ABILITIES:

- Ability to understand, interpret, and communicate technical aspects of organic processes, regulations, and standards.
- Ability to research information for multiple sources and identify, collect, and organize data for decision making.
- Adapts to changing business needs, conditions, and work responsibilities; and works with a variety of situations, individuals, groups, and varying customer needs.
- Prioritizes tasks by importance and deadlines and adjust priorities as situations change.
- Strong client service orientation, interpersonal skills and relationship building required.
- Requires exceptional verbal and written communication and outstanding presentation skills.
- Proficient in MS Office applications and ability to utilize other software programs as needed.



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WORKING CONDITIONS:

The physical demands and essential functions described here are representative of those that must be met, with or without reasonable accommodation.

Environment:

Remote as designated.

Physical Activity and Ability:

- Work requires Sedentary physical activity performing non-strenuous daily activities of an administrative nature.
- Must have the ability to sit for long periods of time and talk and hear/ listen throughout the work period.
- Must have manual dexterity sufficient to reach/handle items and work with fingers.
- Must be able to walk, stand, and reach with hands and arms to perform work.
- Requires lifting 20 lbs. as needed.
- Must be able to see at close distance with clear vision at 20 inches or less.

All job requirements are subject to possible revision to reflect changes in the position requirements or to reasonably accommodate individuals with disabilities. This job description in no way states or implies these are the only duties which will be required in this position. Employees will be required to follow other job-related duties as requested by their supervisor/manager (within guidelines and compliance with Federal and State Laws.) Continued employment remains on an "at-will" basis.