



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: Lead Client Care Specialist
Grade: 5AT
Level: 3
Reports To: Client Services & Marketing Manager
Classification: Full-Time / Non-Exempt
Work Location: Gainesville office/Remote as designated
Direct Reports: None

Date: 6/25/2026

Approved: Sally Lammers

JOB SUMMARY:

The Lead Client Care Specialist serves as the primary relationship owner for assigned and prospective clients, delivering expert guidance on organic certification requirements and processes. This role blends advanced technical knowledge of organic standards with high-touch customer service, ensuring a seamless client experience while supporting client retention, growth, and compliance excellence.

In addition, the Lead Client Care Specialist provides departmental support through cross-functional collaboration and process improvement initiatives, offers mentorship and guidance to team members to strengthen expertise and service consistency, and acts as a representative of the organization in client engagements, industry interactions, and internal discussions.

ESSENTIAL DUTIES AND RESPONSIBILITIES:

Client Care, Key Accounts, & Relationship Management

- Serve as the primary point of contact for assigned key accounts and high-value prospective clients, building strong, trust-based relationships.
- Provide proactive, personalized support throughout the application lifecycle, from inquiry through assignment to client care teams.
- Create custom quotes for designated applicants.
- Anticipate client needs and identify opportunities to enhance satisfaction, retention, and engagement.
- Maintain detailed client records, communication logs, and account insights to support continuity and service quality.
- Gather and analyze client feedback to identify trends, risks, and opportunities for improvement, and provide recommendations to leadership.
- Act as an internal advocate for clients, ensuring their needs are represented in process and program improvements.
- Other duties as assigned by manager.

Technical Expertise: Organic Certification

- Assist Key Accounts and assigned clients by providing detailed publicly available information on relevant topics for navigating certification standards
- Provide accurate, detailed information on organic certification standards, including but not limited to, USDA National Organic Program (NOP) and Regenerative Organic Certified (ROC) requirements, input materials, recordkeeping, and compliance requirements
- Assist clients by interpreting technical requirements and into clear plain language.
- Review client inquiries and application materials prior to submission to review teams.
- Stay current on regulatory updates, rule changes, and accreditation requirements.



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- Partner with certification and compliance teams to ensure technical accuracy and consistency in client communications.

Client Outreach, Education & Communication

- Respond to client and prospective client inquiries with a high level of professionalism, accuracy, and responsiveness.
- Provide application materials, onboarding guidance, and step-by-step certification support to new applicants.
- Connect clients with technical assistance resources, training opportunities, and relevant tools to support compliance.
- Collaborate with the Marketing Coordinator to develop targeted outreach materials, support organic certification trainings, webinars, and workshops, and ensure messaging is technically accurate and client-centered.

Business Development & Growth

- Support expansion of the client base through identifying and nurturing sales leads
- Leverage technical expertise and relationship management skills to convert prospective clients into certified operations.
- Identify cross-service opportunities within existing accounts.
- Represent QCS at external events as assigned.

Operational Support & Coordination

- Assist in development of policies and procedures relevant to client services department.
- Train and mentor Client Care staff.
- Assist with departmental hiring.
- Gather and analyze department metric data and feedback to identify trends, risks, and opportunities for improvement, and provide recommendations to leadership.
- Manage inbound communications (calls, emails, inquiries), ensuring timely follow-up and appropriate routing.
- Document all client interactions clearly and consistently in internal systems.
- Collaborate cross-functionally with certification, inspection, and administrative teams to ensure seamless service delivery.
- Perform additional duties as assigned by leadership to support organizational goals.

TEAM RESPONSIBILITIES:

- Present a positive disposition when interacting with clients, build and maintain customer satisfaction, and seek ways to improve service delivery.
- Follow fiscal guidelines, regulations, principles, and standards; seek ways to reduce cost.
- 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. Earn other's trust and respect through consistent honesty and professionalism in all interactions.
- Seek and acquire new competencies, work methods, ideas, and information that will improve own efficiency and effectiveness on the job.
- Diligently attend to details and pursue quality in accomplishing tasks.



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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 or legal information, publications, and 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.
- Willing to travel as required, including overnight.

QUALIFICATIONS:

Minimum three years of experience with technical aspects of organic certification required. Minimum four years customer service experience required. Bachelor's degree in agriculture, food safety, communications, or other relevant field of study or a combination of education and relevant work experience are preferred. Strong skills in mentoring or training is preferred.

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 customer service orientation, interpersonal skills and relationship building required.
- Requires exceptional verbal and written communication and outstanding presentation and interpersonal skills.
- Proficient in MS Office applications and ability to utilize other software programs as needed.

WORKING CONDITIONS:

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

Environment:

Work is performed both inside and outside. Remote as designated. Outside work may be performed in inclement weather conditions (snow, ice, heat, wind, rain, etc.)

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 the manual dexterity sufficient to reach/handle items and work with fingers.
- Must be able to see at close distance with clear vision at 20 inches or less and have color vision to with ability to distinguish colors on a computer screen. (review color labels).



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- Must be able to walk, stand, sit, talk, hear/listen, use hands and fingers to handle and feel, reach with arms and hands, climb or balance, stoop, kneel, crawl or crouch, taste, and smell. Requires lifting 40 lbs. as needed.
- Requires the ability to walk on rough terrain; uneven ground, incline and decline, ditches, etc.

Remote Work:

- Must provide high quality sustainable internet connection while at work

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.