



Quality Assurance /Quality Control Manager

Herb Pharm is looking for a Manager of Quality Assurance and Quality Control to join our thriving operation in Williams, Oregon. If you are an experienced Quality Manager looking for an opportunity to work in a proactive, positive culture producing a great product, this may be the next step in your career.

Reports to: COO

Summary:

This position is responsible for assuring organizational compliance with all regulatory certification and Herb Pharm rules in alignment with the Herb Pharm mission and ethic. This position is also responsible for working with other managers to establish, implement, document, and manage effective quality assurance standards and testing procedures for all departments.

The QA Manager oversees both the quality assurance and sanitation departments including operating and capital budgets, associated equipment and personnel matters. Additionally, this position will provide leadership as needed to assist with product development and continuous process improvement, and problem solving efforts in all aspects of our business, including but not limited to, growing, harvesting, production, packaging, shipping and customer complaint management, thereby contributing to the overall successful operation and growth of the organization.

Essential Duties and Responsibilities include the following. Other duties may be assigned.

1. **Process Control & Improvement:** Ensures quality products and processes, by applying regulatory and consumer requirements, and working with other members of management to establish standards for the production process. Develops effective testing and documentation procedures to ensure that agreed upon standards are met. Establishes and conducts an effective internal audit program which meets FDA and third party certification requirements and facilitates internal improvement efforts. Makes recommendations for continuous improvement of procedures as indicated.
2. **Product Development:** Participates in the product development process to ensure that applicable regulations and quality standards are built into each new product design, including adequate planning for new vendor audits, raw material reviews, packaging design issues and establishing any new testing procedures that may be required.
3. **Vendor & Raw Material Program:** Ensures high quality raw material standards are maintained, by establishing effective vendor qualification and raw material receiving procedures, by studying production requirements, conferring with other managers, collaborating on vendor requirements and raw material standards, conducting materials audits, and devising testing methods and procedures for all incoming production materials.
4. **Program Documentation & Training:** Assures proper documentation, reporting and record retention for all QA/QC and related operations/supply chain activity, in accordance with industry standards and governmental regulations. Oversees training of company staff in relevant quality issues (i.e. GMP & GAP procedures), by developing appropriate training programs for all levels of the organization.
5. **Consumer Complaint Program:** Prepares required responses to customer complaints, and/or regulatory inquiries. Reviews analytical test results and recommends action as appropriate, ensures that all reports are documented according to prescribed standards and submitted to FDA in accordance with relevant regulations.
6. **Staff Development:** Ensures optimal QA/QC and Sanitation departmental performance and overall positive employee relations, by managing personnel issues as they arise, directing the activities of



each team, hiring subordinates, identifying training and development needs, as well as, coaching, disciplining and terminating employees as necessary.

7. Financial Management: Achieves financial objectives by developing both operations and capital budgets for the department, and following-up to gain management approval.
8. Staff Liaison: Facilitates effective inter-departmental communication and cooperation, by actively participating in regular management meetings and informal problem solving discussions.

Education and Experience

Bachelor's degree (B. S.) in Food Science, Microbiology, Biochemistry, or a related field from four-year college or university; plus ten (10) years of experience and/or training in quality assurance and continuous process improvement techniques; or equivalent combination of education and experience. Familiarity with dietary supplement industry GMPs (DSHEA) required. Familiarity with Herb Pharm products helpful.

Skills and Abilities

- Ability to read, analyze, and interpret common scientific and technical journals, botanical guides, plant identification manuals, safety rules, operating and maintenance instructions, and procedure manuals.
- Ability to respond to common inquiries or complaints from customers, regulatory agencies, or members of the business community.
- Ability to effectively present information to top management, public groups, and/or boards of directors.
- Ability to define problems, collect data, establish facts, and draw valid conclusions.
- Ability to lead others, and to encourage or persuade them to work cooperatively.
- Ability to train subordinates or peers in small group situations, on complex topics, answering questions and making sure that everyone understands the important points.

Certificates, Licenses, Registrations

- Well-developed computer skills, including MS Office applications.
- Familiar with FDA regulations as applicable to the dietary supplement industry.

Physical Demands

- Stand, walk, on a frequent basis
- Sitting periodically at a work station
- Must be able to lift 20 pounds on an infrequent basis

We offer competitive wages, a comprehensive benefits package and a positive work environment. Herb Pharm is an Equal Opportunity Employer.

Please send resume, cover letter to:

Maggie Covarrubias

Human Resources Manager

Herb Pharm LLC

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