

Quality Manager

Kozy Shack Enterprises a leading dessert manufacturer based in Hicksville, LI is seeking a qualified full-time Quality Manager.

The Quality Manager is responsible for managing the Quality Department, Quality lab, Audit process and Food safety/security at each facility to insure that quality standards are maintained as required by quality system, management and external regulations. Supervises and coordinates the activities of the QC staff engaged in performing tests required for quality control of processes and products. Constantly focus on reduction of consumer complaints and process improvement. Support quality mission statement, company quality policy and implement continuous improvement under the guidance and direction of Corporate Director of Quality.

Education and experience:

- Bachelor in Food Science or Dairy Technology with minimum 5 years of experience leading quality group in food plant environment

Essential Functions:

- Manage QC Supervisors and Techs at plant locations.
- Direct, train, and advise personnel in test procedures and ensure compliance with quality system requirements to deliver safe and quality food products.
- Provide technical support to all facilities, to sales staff, and on new projects and products.
- Investigate and respond to all quality assurance related consumer complaints; exception report, track complaints to determine if trends are developing.
- Perform weekly and monthly consumer complaints analysis and implement timely corrective actions to effectively reduce complaints.
- Design, oversee, update, and review HACCP (Hazard Analysis Critical Control Point) plan to SQF level.
- Provide leadership coordinating Safe Quality Food (SQF) standards certification & maintenance process.
- Oversee Finished Products (FP) Spec development process. Work with R & D to develop related SOP. Institute analytical testing, SPC and records of FP.
- Recommend procedures to correct quality deficiencies at each facility.
- Research and recommend new equipment, process and technology to meet with 'industry best practices' for improved control of raw materials, in process and finished goods. Train Lab personnel in new equipment.
- Develop SOP to operate lab equipment and maintain records. Maintain calibration programs to ensure lab equipment, weighing scales, kettles, temp controllers, gages and other equipment.
- Oversee external lab testing and reports as required by SQF and KSE quality system. Items for external testing include milk, water, KSE products, environmental samples, ingredients, new products and other.
- Interact with suppliers on quality issues. Manage SCAR process.
- Develop and provide quality assurance KPI, scorecards and reports.
- Insure that all associates adhere to established FDA (Food and Drug Administration) and GMP (Good Manufacturing Practices) and food safety policies and procedures.

- Establish and monitor laboratory safety programs; review all accident investigations and recommend safety improvement.
- Order and manage laboratory supplies.
- Inspect and audit suppliers as directed.
- Perform monthly Plant audits, and follow up till completion.
- Coordinate customer and all other third party audits, effective implementation of corrective actions and timely closing of all open items. Aim for 'excellent' rating.
- Review audits observations, findings, nonconformity. Develop and implement sustainable corrective actions. Maintain complete records for both internal and external records.
- In charge of HOLD program, its disposition and record maintenance.
- In charge of the Pest control program.
- Develop and manage associate training program, help achieve their goals and career advancement.
- Support and contribute to continuous improvement as well as process improvement efforts.
- Implement methods to auto-record test results for improved reliability and e records maintenance.
- Other duties, as assigned to support quality mission statement.

Requirements

Knowledge, Skills, Abilities and Traits:

- Experience in the food industry preferable
- Extensive knowledge of food systems, food safety and security
 - Training and experience in Food Science or Food Technology
 - Certification in HACCP, maintain certification
 - SQF codes
 - Ability to follow up and verification of effective corrective action implementation
 - Ability to see the matter prior to becoming an issue
 - Report to management on regular basis
 - Ability to work within a team environment.

Supervisory Responsibilities: Direct Responsibility for QC Supervisors and QC Staff. Indirect responsibility for all Manufacturing Staff.

Kozy Shack Enterprises offers a comprehensive benefits package (medical, dental, vision, legal services, tuition reimbursement, 401K) and competitive compensation commensurate with experience.

Kozy Shack Enterprises is an Equal Opportunity Employer

Tim Sullivan, Director Human Resources
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