

Inspection Program Manager

Position Summary:

The Inspection Program Manager's role is to lead the Inspections Team and oversee PCO's Inspections Program, which includes performing supervisory duties for Inspections Team Staff.

Team Statement:

The Inspection Program Manager leads the Inspections Team, which has the following areas of responsibility:

1. Inspections
2. Inspections Coordination
3. Inspection Policy and Procedures
4. Inspections Personnel Management

Primary Duties & Responsibilities:

Inspections

- Conduct inspections in accordance with PCO policies and procedures
- Maintain high-level understanding of inspection process and ensure all required qualifications to perform inspections are in good standing

Inspections Coordination

- Oversee the implementation of inspections and assignments for all programs (e.g. organic and grass-fed) and types (e.g. unannounced, residue testing and investigative) to ensure targeted metrics, recurring inspection requirements and efficient use of inspector resources including travel time and expenses
- Manage residue testing and unannounced inspections.
- Develop and generate reports communicating Inspection Team performance metrics
- Oversee annual and new inspector contract process, including revision/review
- Manage inspections database, ensuring records regarding inspections and inspectors are consistent and current.

Inspections Policy and Procedures

- Develop and implement policies, procedures and documents consistent with organic regulations and other PCO programs related to the inspection process
- Write public comments on regulatory proposals on behalf of PCO, including NOSB recommendations, NOP proposed rules, and NOP draft handbook documents as assigned by supervisor
- Participate in industry working groups, task forces, and listserv discussions

Inspections Personnel Management

- Manage inspector relationships and contracts ensuring adequate assessment, recruitment, training and on-boarding
- Develop and lead annual inspector training plan providing inspectors with resources as identified as needed
- Develop instructional materials for inspectors and internal staff
- Manage inspector risk-assessment and field evaluations
- Manage inspector evaluation process and perform Inspector summary evaluations
- Monitor inspector performance in areas of cost-effectiveness, timeliness, professional behavior, and timely communication
- Maintain and improve consistency and quality at all levels of the inspections program

Financial Planning and Management

- Meet financial objectives by estimating requirements; submitting an annual budget; and scheduling expenditures

Other

- Participate in staff, policy and certification team meetings (additional meetings as needed)
- Regularly communicate with managers and supervisors to discuss concerns or successes within respective program areas
- Participate in audits and accreditation site visits, including coordinating witness audits in conjunction with Quality Manager
- Any other task relevant to these duties or the mission of the organization as assigned by supervisor or Executive Director

Job Requirements:

- Position
 - Bachelor's degree in agriculture, environmental studies, or other relevant field (or equivalent combination of education and training)
 - Minimum 2 years' experience in inspections or certification related role, preferably in a regulated industry
 - Competency in the subject matter of the inspections being performed
 - Knowledge of organic standards and regulations
 - Inspection experience preferred
 - Supervisory experience, preferred
 - Familiarity with certification procedures
 - Excellent organizational skills
 - Public speaking or teaching experience
 - Ability to attend conferences, meetings, trainings or other events that involve travel
- General
 - Analytical problem solving ability
 - Ability to manage multiple priorities and perform within deadlines
 - Represent PCO at events
 - Excellent communication, writing and interpersonal skills
 - Able to work with minimal supervision while understanding the necessity for communicating and coordinating work efforts with others. Must be able to develop work plan and perform in a team environment.
 - Computer proficiency: word processing, spreadsheets, internet research, databases
 - Performs work with utmost honesty and integrity. Criminal background check is required.
 - Understands and appreciates importance of extraordinary customer service
 - Dedicated to PCO's mission
 - United States citizen or legally approved to be employed in this position in the United States

Class: Full time, exempt

Reports to: Certification Director