

Program Assistant

Position Summary:

The Program Assistant performs support to all program teams, which supports the Certification Review Process responsibility of the Certification Team.

Team Statement:

The Program Assistant is a member of the Certification Operations Team, which has the following areas of responsibility:

1. Certification, Inspections and Materials Programs
2. Compliance and Enforcement

The Program Assistant's work focuses primarily in all areas above.

Primary Duties & Responsibilities:

Certification, Inspection and Materials Programs

- Primary point of contact for prospects interested in organic certification including initial setup of contact information, distribution of materials, and follow up within time-sensitive deadlines
- Process, scan, copy, and mail certification files and related documents to certification staff, clients, and inspectors
- Support and assist certification staff in performance of their job duties
- Assists in delivery of Annual Update Packages to certified members
- Provides administrative and technical support to Certification, Inspections and Materials Teams, as delegated
- Any other task related to these duties or the mission of the organization as assigned by supervisor

Compliance and Enforcement

- Assists certification staff with audits and accreditation site visits, as assigned by the team leader
- Assists certification staff in the monthly compliance process, which may include maintaining logs, generating reports and letters, communication with various teams on compliance matters, assisting with complaints, as delegated

Other

- Assists with planning Certification meetings such as the Inspectors' Meeting, Standards Meetings, and the Certification Committee Meeting, as delegated
- Assists with Certification Committee work and attends any Certification Committee meetings, as delegated
- Provides administrative support to all PCO Teams as delegated
- Provides incoming phone and email support

Job Requirements:

- Position
 - Associate or bachelor's degree in business or a related topic, or equivalent work experience
 - Basic knowledge of organic standards and regulations

- Familiarity with certification procedure
- Strong organizational skills that reflect the ability to perform and prioritize multiple tasks seamlessly with excellent attention to detail
- Able to follow instructions as well as take initiative
- Communicate effectively with a diverse audience (internal and external)
- Highly competent use or knowledge of databases, computer networks, and internet

- General
 - Analytical problem-solving ability
 - Ability to manage multiple priorities and perform within deadlines
 - 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, non-exempt

Reports to: Operations Manager

Physical requirements / Working Conditions:

- Climate controlled office environment
- Minimal physical requirements other than occasional light lifting
- Minimal travel required