



Job Description: Certification Program Assistant

Vermont Organic Farmers, LLC (VOF)

Northeast Organic Farming Association of Vermont (NOFA-VT)

VOF Office: 802-434-3821 vof@nofavt.org www.nofavt.org

Job Title: Certification Program Assistant

Employee Status: 40 hrs./wk., Salaried; Exempt

Salary Range: FTE \$33,280 - \$37,440

Summary Description: The Certification Program Assistant will assist with the coordination of the annual process of verifying organic production practices. Major duties include: phone and office coverage during VOF office hours; data entry for certification files; keeping track of conditions for continued certification (CCCs); tracking and resolving late applications and late fees; managing the Salesforce online database; coordinating the Federal Cost Share Program; coordinating the printed VOF Farm & Food Guide and online directory; maintaining the VOF pages on the NOFA website; and logistical planning for meetings and events.

Reports to: Certification Director

Responsibilities include:

Administrative

- Conduct all VOF mailings (including standard updates, save the dates, application reminders, etc.)
- Assist with sending applications to all new and continuing applicants a minimum of one month in advance of deadline(s)
- Maintain and update applications in FormAssembly
- Maintain and update mapping from FormAssembly to Salesforce database
- Maintain and update producer and inspector communities in Salesforce database
- Maintain and update Salesforce database including application data entry for new and continuing applicants
- Track applications and inspections status in Salesforce database
- Keep track of continuing applicants who have not submitted applications
- Send reminder emails, postcards and letters and make reminder calls for late applications and fees
- Send major non-compliance, suspension or revocation letters for late applications and fees and forward to NOP
- Track and assist with resolutions of CCCs for all producers
- Work with certification specialists to clear ccc resolutions, send resolution postcards and track in database
- Send reminder emails and postcards and make reminder calls to producers who have yet to complete requirements for their CCCs
- Enter certification fees and refunds in database
- Keep track of payment plans and certification fees due
- Work with financial manager to send invoices on an established schedule
- Coordinate Federal Cost Share Program for all certified applicants
- Organize logistics for all meetings and events including the Annual Producer Meeting, RC & EC Meetings, VOF staff meetings and Inspector trainings (catering, room bookings, minute taking)
- Handle all marketing material orders
- Maintain inventory of marketing materials and order more as needed
- Track and process surrendered producers
- Manage the VOF calendar with assistance from the Certification Director
- Submit VOF's certification info using the NOP's Organic Integrity Database on or before January 2 annually

Vermont Organic Farmers
PO Box 697 · 14 Pleasant Street · Richmond VT 05477 · 802-434-3821
Certified **Organic, Locally** Grown

Review & Executive Committee

- Attend Review Committee and Executive Committee meeting and take minutes
- Prepare and send new applicant files for evaluation by the VOF Review Committee
- Track and document that all new applicants have been reviewed by Review Committee
- Track hours of RC and submit to financial manager
- Prepare hospitality for all RC & EC meetings

VOF Office Coverage

- Responsible for general office coverage (first point of contact at the VOF office)
- Responsible for general phone and email coverage during VOF office hours
- Respond to farmer inquiries and requests when applicable

Miscellaneous

- Maintain the VOF pages on the NOFA website (including the certified producer list)
- Coordinate VOF Directory creation and distribution
- Complete yearly statistics in time for annual meeting
- Review and update administrative forms
- Coordinate volunteers for VOF tasks & projects
- Any other task relevant to these duties or the mission of the organization as assigned by supervisor.

Additional NOFA responsibilities include:

- Attend bi-weekly staff meetings
- Assist with preparation for and attend Winter Conference & NOFA Annual Meeting
- Attend Board Meetings when applicable
- Provide new producer list for quarterly NOFA Notes
- Articles for NOFA Notes when needed
- Facilitate a minimum of 2 workshops annually

Qualifications

Knowledge: knowledge of diverse organic and sustainable agriculture; knowledge of organic and sustainable farming in Vermont preferred

Education & Training: Bachelor's degree or equivalent work experience, preferably in Food Science, Agriculture or Environmental Studies; familiarity with regulatory compliance; familiarity with certification procedure

Skills: analytical problem solving ability; ability to manage multiple priorities and perform within deadlines; excellent communication, writing and interpersonal skills; computer proficiency; word processing, spreadsheets, internet research, databases; excellent organizational skills; attention to detail; proficiency with Salesforce highly preferred

Capabilities: ability to work with minimal supervision while understanding the necessity for communicating and coordinating work efforts with others; ability to develop workplan and perform in a team environment; understanding and appreciating the importance of extraordinary customer service; strong interest in and commitment to promoting the goals of NOFA-VT

Conditions: Minimal physical requirements other than occasional light lifting; valid driver's license and moderate statewide travel required