



Job Description: Operations Manager

Vermont Organic Farmers, LLC (VOF)

The USDA accredited certification agency owned by NOFA Vermont

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

Job Title: Operations Manager

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

Salary Range: \$55,000 -\$70,000

Summary Description: The Operations Manager is responsible for managing the operations of the certification program. Major duties include supervising personnel and maintaining accreditation requirements. This position is responsible for the consistent application of regulations and procedures by certification staff and supporting certification staff in their work.

Reports to: Certification Director

Supervises: VOF Certification Specialists

Responsibilities include:

- Oversee general certification work.
- Accountable for accreditation, compliance outcomes, and KPI performance.
- Supervise and evaluate VOF certification specialists.
- Oversees implementation of policies and procedures on certification standards in the day-to-day certification context.
- Responsible for ensuring certification staff are trained and competent in the organic regulations.
- Review all major non-compliance, suspension or revocation letters.
- Maintain an understanding of and keep abreast of changes to the USDA National Organic Program regulations, as well as VOF policies and procedures.
- Supports the Certification Director to respond to issues as they arise, including the development and implementation of any special projects.
- Partners with the Certification Director to ensure organizational success and achievement of strategic plan goals.
- Ensures customer service oriented certification approach is maintained by certification staff.
- Develop & maintain a system that collects and analyzes producer feedback on the certification program.
- Ensures that workload is completed within timeliness guidelines and organizational performance indicators.
- Develops and implements consistent certification processes, procedures, and systems.
- Oversees implementation of standards including changes to regulations, instructions or guidance.
- Ensures certification processes and decisions are performed in compliance with VOF policies, quality and administrative manual and appropriate accreditation requirements.
- May represent the organization at trade shows, conferences, meetings, etc. as directed by the Certification Director.
- Works directly with NOFA-VT on cross-organizational projects, needs and systems.
- Assist with preparation for and attend inspector trainings.
- Assist with on-site inspector evaluations.
- Responsible for a maximum of 40 certification files.
- Oversee unannounced inspections and residue testing plan.
- Attend ACA/NOP trainings.

Vermont Organic Farmers LLC
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Certified **Organic, Locally Grown**

Date Created: 11/12/2019

Date Revised:

- ACA working group involvement when appropriate.
- Assist with OSP creation and updates.
- Any other task relevant to these duties or the mission of the organization as assigned by supervisor.

Additional Responsibilities:

- Attend bi-weekly NOFA staff meetings
- Represent VOF at NOFA Winter Conference
- Represent VOF at NOFA Board Meetings when applicable
- Write content for outreach and marketing when needed
- Facilitate a minimum of 2 events annually

Qualifications

Knowledge: At least five years of experience in organic certification and/or other third party auditing programs; Demonstrated experience managing both people and programs; Knowledge of organic and sustainable agriculture; Knowledge of organic and sustainable farming in Vermont preferred; Knowledge of food science and manufacturing

Education & Training: Bachelor's degree or equivalent work experience, preferably in Quality Assurance, Agriculture or Environmental Studies; Familiarity with regulatory compliance; Knowledge of organic standards and regulations; Familiarity with certification procedures; Experience & Familiarity with Quality Standards

Skills: Excellent skills to organize, monitor, and track numerous activities throughout the year; 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 (Salesforce experience a plus); Excellent organizational skills and attention to detail.

Capabilities: Able to work with minimal supervision while understanding the necessity for communicating and coordinating work efforts with others; Must be able to develop a work plan and perform in a team environment; Must understand and appreciate the importance of extraordinary customer service with a strong interest in and commitment to promoting the goals of VOF; Ability to work with various groups of people and demographics.

Conditions: Minimal physical requirements other than occasional light lifting; Valid driver's license; Moderate statewide and occasional out-of-state travel required.