



Job Title: Accreditation and Training Manager

The accreditation officer serves as the primary contact between the National Organic Program (NOP), Canadian Organic Regime (COR) and Where Food Comes From. This position is responsible for assessing our current practices and creating and delivering a training development plan complete with materials, tutorials, SOP's and policies and procedures for technical staff and clients. This position will also maintain focus on maintaining compliance with the NOP for accreditation and determining compliance of the operation's organic system plan. This position is primarily office-based with some very limited travel exceptions. The ideal candidate will be a confident public speaker and a devoted educator who is up-to-date on the latest tools and resources needed to manage and improve accreditation requirements, employee training and performance. Onsite work is required.

- Works in conjunction with the Technical Services Manager (TSM) to identify technical training needs to meet workflow requirements and evaluate training for NOP and COR accreditation.
- Assess, create and deliver a NOP/COR technical training development plan complete with materials, tutorials, SOP's and policies and procedures for technical staff and clients.
- Execute training programs to staff monthly, quarterly or annually as needed by technical reviewers.
- Develop and implement strategies to regularly educate and inform clients on NOP/COR regulations and WFCM policy.
- Key lead in responding to regulatory agencies and responsible for maintaining NOP/COR/ISO17065 accreditation with relevant accreditation bodies - responding to investigations, mediation, proposed adverse actions and notices of noncompliance to certifying agencies.
- Advise and respond to NOP investigations, mediation, adverse actions, reinstatements and appeals.
- In conjunction with TSM Lead, teach, onboard and evaluate all staff technical reviewers in conjunction with TSM.
- Oversee compliance and regulatory functions of the organic certification process.
- Responsible for the development and maintenance of WFCM certification policies and procedures to maintain NOP compliance, workflow, database updates and identify key areas for continuous process improvement in conjunction with technical services manager.
- Ensures that WFCM policies and procedure are implemented and adhered to by technical staff.
- Oversees the issuances of nonconformances and technical follow up with client for corrective action. Coordinates and documents actions with quality control specialist for corrective action.
- Develop and maintain an audit program for technical services and create document control for all relevant documents including SOPs in conjunction with quality control specialist.

- Serves as in-house expert on livestock, agriculture and processing operations, assessing supply chain regulatory compliance and identifying risk factors to better focus resources.
- Demonstrates a comprehensive understanding of the organic certification process, ability to conduct product label, material input review and post-inspection compliance reviews. and Maintain an up to date understanding of USDA National Organic Program regulations, as well as WFCM policies and procedures.
- Complete complex material review of inputs/ingredients used by handler, producer and livestock operators along with product label compliance review.
- Certification decision authority in conjunction with Technical Services Manager about client compliance with USDA NOP regulations.
- Serve as a mentor and trainer for technical reviewer staff and inspectors.
- Responsible for quality audits of internal organic files in conjunction with QA specialist.

Desired Skills

- IOIA Organic Crop Inspector training or equivalent experience.
- Practical field experience in agriculture, food science, or food production, preferably organics.
- Experience in regulatory environments.

Required Skills:

- Bachelor's Degree or higher in applicable field and/or 10 years related experience.
- Two years' previous experience as a trainer, corporate training specialist, or related position.
- Knowledge of ISO/IEC 17065 and all documents related to certification.
- Excellent leader and encouraging to team and staff.
- Exceptional communication skills and heightened attention to detail.
- Strong sense of urgency towards customer service and task management.
- Ability to multi-task and manage priorities effectively and efficiently with competing deadlines.
- Must have a positive, solution-oriented attitude and be a team player.
- Able to analyze problems and strategize for better solutions
- Ability to solve problems and make decisions under pressure.
- Excellent knowledge of Microsoft Office.

Working Conditions: Primarily in an office environment. Due to the nature of this position, it is necessary that you are in the office Monday through Friday from 8am to 5pm, with additional hours possible. Additionally, due to the nature of the information handled within this position, complete confidentiality and refrain from conflict of interest is demanded, and failure to adhere to these requirements is a terminable offense. We are a company that encourages self-starters and we reward highly motivated employees. There is opportunity for growth within this position for the individual who consistently excels in their performance.