



Job Title: Organic Compliance Specialist

The certification specialist serves as the primary contact between Where Food Comes From and our certified organic clients. This position focuses on assessing and determining compliance of the operation's organic system plan with organic regulations. This position is primarily office-based with some very limited travel exceptions.

Roles and Responsibilities:

- Conducts technical and regulatory review of organic system plans, inspection reports and related compliance documents.
- Complete complex material review of inputs/ingredients used by handler, producer and livestock operators along with product label compliance review.
- Demonstrates a comprehensive understanding of the organic certification process, maintaining understanding of USDA National Organic Program regulations, as well as WFCM policies and procedures.
- Assist with the development of certification policies and procedures, guidance documents and certification forms in conjunction with the Certification Officer to maintain efficient workflow, adopt industry best practices and identify key areas for continuous process improvement.
- Certification decision authority in conjunction with Certification Officer about client compliance with USDA.
- Serve as a mentor, develop and implement strategies to educate internal and external stakeholders on NOP regulations and WFCM policy.
- Manages client escalations in conjunction with Technical Services Manager to provide resolution.
- Communicates with WFCM clients to provide written and verbal instructions regarding compliance to all applicable standards.
- Work with certification officer to respond to rebuttal, appeals of adverse actions and mediation determinations.
- Works on special projects as assigned by Technical Services Manager.

Desired Skills

- IOIA Organic Crop Inspector training or equivalent experience.
- Practical field experience in agriculture, food science, or food production, preferably organics.
- Non-GMO Project verification experience.
- Food safety and quality standards.

Required Skills:

- Bachelor's Degree or higher in applicable field and/or 10 years related experience
- Exceptional communication skills and heightened attention to detail

- Strong sense of urgency towards customer service and task management
- Self-motivated with a desire for continuous learning
- Ability to multi-task and manage priorities effectively and efficiently with completing deadlines.
- Must have a positive, solution-oriented attitude and be a team player
- 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.