



Job Title: Technical Services Manager

The Technical Services Manager oversees the daily operations of the organic certification business. This position focuses on assessing workflow and training needs, development of performance metrics and key performance indicators and serves as a leader to technical review team members. This onsite position is primarily office-based with some very limited travel exceptions.

- Provide oversight and direction to the technical review team in accordance with department policies and procedures.
- Conduct technical and regulatory review of organic system plans, inspection reports and related compliance documents including material review inputs for all operation types.
- Understand organic certification process and maintain and understanding of NOP regulations.
- Lead employees using a performance management and development process that provides an overall context and framework to encourage employee contribution and includes goal setting, feedback, and performance development planning.
- Plan and allocate resources to effectively staff to meet production, quality and financial goals.
- Assign certification workflow through online database and allocate resources as needed to meet advertised timelines, including expedites, key accounts and regular accounts.
- Satisfy and retain current client base and develop a strategy to increase client enrollment.
- Solicit client feedback for continuous improvement of the client experience.
- Address and resolve escalated client issues and complaints as needed by certification staff and across all WFCM company divisions for bundled clients.
- Develop and implement department SOP's along with workflow and performance metrics for optimal business process improvement.
- Contribute to creating certification policies and procedures in conjunction with certification officer.
- Interface with IT team as needed to develop workflow tools, create reports and design user interface for proprietary database.
- Communicate training needs to certification officer to meet client demand, production goals and meet certification timelines.
- Establish, implement and execute internal and external certification service level agreements.
- Provide weekly, monthly and annual reports related to staff capacity, quality, performance and volume projections to Certification Director.
- Work with Certification Director to set department budget, sales and revenue goals.
- Develop KPI's and establish metrics to report measure performance, capacity, and volume projections to Certification Director.
- Review performance data that includes financial, sales, and activity reports and spreadsheets, to monitor and measure departmental productivity, goal achievement, and overall effectiveness.
- In conjunction with Certification Officer, allocate and monitor the delivery of special projects to team members.

- Work in conjunction with Quality Control Specialist and Certification Officer to ensure corrective actions for staff are addressed and maintain relevant processes and documentation for inclusion in quality management system and document control.
- Foster a spirit of teamwork and unity among department members that allows for disagreement over ideas, conflict and expeditious conflict resolution, and the appreciation of diversity as well as cohesiveness, support, and working effectively together to enable each employee and the department to succeed
- Implement and integrate continuous process improvement in all areas of work.

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.
- Business Process Improvement or Lean Management experience.

Required Skills:

- Knowledge and experience in business, supervision, and management.
- Outstanding interpersonal relationship building and employee coaching and development skills.
- Bachelor's Degree or higher in applicable field and/or 10 years related experience.
- Ability to solve problems and make decisions under pressure.
- Exceptional communication skills and heightened attention to detail.
- Excellent leadership, team building, and management skills.
- Strong sense of urgency towards customer service and task management.
- 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.