

**Job Title:**

Customer Verification Specialist (Non-GMO and Organic focus)

**Roles and Responsibilities:**

- Serve as the first line of superior customer service
- Specialize in Non-GMO Project Verification and/or Organic Certification
- Address potential and existing customer questions about Non-GMO and Organic programs
- Assist customers in preparing for Non-GMO and/or Organic audits
- Communicate with auditors
- Technical Review for compliance to Non-GMO and/or Organic standards
- Assist customers with corrective actions if necessary
- Compile audit findings into audit reports
- Issue approval certificates and/or letters of compliance
- Collect and report customer feedback

**Desired Skills:**

- Organic Certification and/or Non-GMO Project verification experience
- Ingredient and product formulation experience
- Food and/or feed processing/manufacturing facility experience

**Required Skills:**

- Bachelor's Degree in applicable area and/or 10 years related experience
- Exceptional communication skills
- 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
- 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.