



Bay State Milling Job Description

Job Title: Quality Assurance Technician (Lab Tech)
Department: Quality Control/Quality Assurance
Reports To: Plant Manager
FLSA Status: Salaried, Non-Exempt
Prepared By: Josh Weaver
Date Revised: 09/08/2023

SUMMARY

The Quality Technician reports directly to the Plant Manager. They are responsible for monitoring and overseeing the overall Food Safety and Quality programs at the site to deliver a finished product that meets or exceeds the requirements of Bay State Milling, Regulatory Authorities, and Customer expectations. This includes learning and understanding of supplier programs, including grower programs and practices, consistency in establishment of testing schedules and internal quality auditing, as well as evaluation of laboratory capabilities and resource needs to support operations. Performs laboratory tests to determine chemical and physical characteristics of oats. This role is responsible for quality control, process control, food safety, sanitation and integrated pest management (IPM). The role is also active and engaged with the operation and will also be called upon to support inventory management and operations across the facility. This role will instill a culture of continuous improvement by demonstrating key leadership skills and help lead the facility to achieve the highest level of food safety and quality standards. Further, this individual provides leadership for the location certifications and initiatives including organic, Global Food Safety Initiative (GFSI), Non-GMO and more. The Quality Technician will also lead the training efforts for regulatory compliance and overall employee safety.

ESSENTIAL DUTIES AND RESPONSIBILITIES *include the following. Other duties may be assigned.*

- This position provides guidance and leadership to the plant team in testing, sampling, sanitation, IPM and overall quality needs. This will include assigning quality, food safety, sanitation and IPM tasks and keeping the workflow organized.
- Conduct training of facility personnel and provide guidance for employees with regards to food safety and quality concerns.
- Responsible for completion of inventory receiving reports and the corresponding completion of the quality data for inventory management into the proper database.
- Will help support and lead all onboarding training for new hires.
- Will be engaged in operations and be part of the operations team to support the following roles receiving and unloading of trucks, plant cleaning operations, packaging and shipping of finished product to customers.

- This position actively participates in initiatives to support the plant business plan and site programs such as safety, recognition, and community service.
- Set up, adjust, calibrate, and operate laboratory equipment and instruments such as NIR, gluten testing kits, scales and other necessary plant food safety and quality equipment.
- Manage all retains collected and confirm finished product meets set quality and physical/chemical attributes. Release tested product within spec for shipment.
- Record test results on standardized forms and write test reports describing procedures used. Enter test results of incoming and finished product in the appropriate data management system.
- Provide assistance and support for employees during sanitation and cleaning and organic changeover process. Conduct pre-operational inspections, and make determination when production line is approved to run after a changeover or sanitation.
- Leads plant Food Safety and Sanitation Inspections.
- Leads internal or external complaints and customer, vendor and internal investigations regarding complaints. Manages documentation of corrective and preventative actions (CAPA) and resolution of CAPA.
- Provide assistance to shipping and receiving department on trailer inspections, product inspections and documentation.
- Maintains and cleans laboratory equipment.
- Participate in internal and external Proficiency Testing programs for gluten testing and other analysis as appropriate.
- Check for Sanitation Guidelines and Equipment via Pre-Operational Reports
- Assist with label control and conduct label approval and verification.
- Lead and familiarize with facility compliance, food safety, and employee safety training utilizing BSM's systems and other resources
- Lead internal and external quality audits both from customers and due to certification requirements
- Monitor and report on quality standards, deviations, and cost/value opportunities for all products manufactured in the facility.
- Manage packaging and shipping customer/sales sample requests both domestic and international. Keep the sample requests log up to date and communicate/inform sales when samples are shipped or are not available.
- This person is responsible for the supervision all lab functions and coordination of testing.

QUALIFICATIONS *To perform this job successfully, an individual must be able to perform each essential duty satisfactorily in the time allowed. The requirements listed below are representative of the knowledge, skill, and/or ability required. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.*

EDUCATION and/or EXPERIENCE

- Bachelor's Degree in Food Science, Cereal Science, Biology, Chemistry, Milling Science or equivalent is highly preferred
- Previous laboratory Supervisory or Management experience is a plus

- Experience in the grain/agricultural industry is preferred
- Computer skills are a necessity, specifically in spreadsheet/Excel format. Prior experience with Microsoft Dynamics AX is a plus

LANGUAGE SKILLS

English fluency is essential. Must have strong verbal and written communication skills, with ability to respond to either common and sensitive inquiries or complaints from internal and external customers.

REASONING ABILITY

Must have seasoned judgment and business situation versatility, with ability to define problems, collect data, establish facts, and draw valid conclusions.

OTHER SKILLS & ABILITIES

Demonstrates considerable knowledge of principles and practices of personnel administration, effective oral and written communication skills, and excellent interpersonal skills. The ability to work independently and cooperatively across functions is essential. The ability to work with highly confidential and sensitive data, materials in a professional and appropriate manner is critical.

PHYSICAL DEMANDS *the physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.*

While performing the duties of this job, the employee is regularly required to talk or hear. The employee frequently is required to sit or stand. The Specific vision abilities required by this job include close vision, distance vision, color vision, peripheral vision, depth perception, and ability to adjust focus.

WORK ENVIRONMENT *The work environment characteristics described here are representative of those an employee encounters while performing the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.*

While performing the duties of this job, the employee is generally exposed to a manufacturing, environment and subject to noise, dust, industrial type machinery. Exposure to allergens such as wheat and grain dust will also be frequent.

FOOD SAFETY / SECURITY REQUIREMENTS

The Company is committed to producing and delivering defect-free products. To ensure this, all employees are required to be trained on and adhere to the Good Manufacturing Policies set forth by the Company as they pertain to personnel practices, equipment, and facilities. It is also vital that all employees be aware of the work environment and when possible, prevent accidental or intentional adulteration of products produced at this facility. As a result any employee has a

right to put product on hold if they have a concern. At the plant level, only the senior most quality assurance member and Plant Manager have the authority to release product on hold.

EQUAL OPPORTUNITY EMPLOYER

Bay State Milling is an equal opportunity employer that is committed to creating a diverse, equitable and inclusive workplace. We evaluate qualified applicants without regard to race, color, religion, age, sex, sexual orientation, gender identity, genetic information, national origin, disability, veteran status, and other legally protected characteristics.