



CCOF

Advancing organic agriculture through certification, education, advocacy, and promotion.

JOB ANNOUNCEMENT: Certification Operations Assistant

Position will remain open until filled

Organizational Overview: CCOF advances organic agriculture for a healthy world. We advocate on behalf of our members for organic policies, support the growth of organic through education and grants, and provide organic certification that is personal and accessible.

CCOF is a nonprofit organization governed by the people who grow and make our food. Founded in California more than 40 years ago, our roots now span the breadth of North America, and our presence is internationally recognized. We are supported by an organic family of farmers, ranchers, processors, retailers, consumers, and policymakers. Together, we work to realize a future where organic *is* the norm.

Position Summary:

The Certification Operations Assistant works in the Santa Cruz office, with a team to complete a wide range of administrative tasks associated with the certification of organic food. Duties performed are essential to the certification process and include direct communication with members, data entry, and administrative support for staff.

This is a full-time, non-exempt status position reporting to the Certification Operations Supervisor.

Position Responsibilities:

- Work daily in a proprietary database and complete data entry for new applications and client updates.
- Communicate with CCOF members regarding general questions.
- Provide incoming phone and email customer support.
- Provide certification staff support through workload management.
- Support Cert Ops Team by participating in peer-to-peer training for new team members.
- Work on special projects, trainings and updating work instructions as needed.

Required Qualifications, Skills, and Experience:

- Excellent communication skills in person, on the phone, and in writing.
- Competency in word processing, databases, and email.
- Comfort using a computer for multiple hours at a time.
- Ability to operate independently and solve problems with minimum supervision.
- Strong attention to detail and ability to follow instructions.
- Ability to organize, monitor, plan ahead, and follow through on tasks with competing deadlines.
- Consistency, dependability, and punctuality.

Preferred Additional Qualifications:

- Experience in an office environment.
- Experience or interest in organic agriculture and or production.

Compensation: CCOF takes pride in offering competitive pay and benefits such as superb health plans, 401(k) program, and generous sick/personal and vacation time. The Certification Operations Assistant's starting salary will be \$48,048 and will depend on qualifications and experience.

Hiring Process: Applications will be accepted until the position is filled. Interested applicants, please submit the following documents to employment@ccof.org with "Certification Operations Assistant" in the subject line:

- Cover letter summarizing your interest in CCOF and the position, and qualifications
- Current resume
- List of three professional references

Incomplete applications will not be considered. No phone calls, please. Only short-listed candidates will be contacted. Thank you for your interest.

CCOF is an equal opportunity employer. We encourage people with diverse backgrounds and experience to apply.