



# CCOF

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

## **JOB ANNOUNCEMENT:** Handler Certification Specialist

**Applications will be accepted until March 17<sup>th</sup>, 2023.**

**Who we are:** 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 CCOF Handler Certification Specialist reviews inspection reports, mid-year updates, and/or applications of prospective and currently certified organic food processor and handler operations, including manufacturers, co-packers, private label owners, brokers, importers, and other post-harvest handlers involved in the production or handling of organic products. This includes review of labels, product formulations, ingredient suppliers, food additives, production methods, equipment sanitation procedures, facility pest control plans, and audit trail documentation for compliance to the USDA National Organic Program (NOP) regulations and other organic standards. This is a full-time, non-exempt position.

This is a remote “work from home” position. The regular schedule is an 8-hour workday that falls within the 7am to 7pm timeframe in the employee’s time zone. This ensures availability for contact during the majority of normal CCOF business hours (8am-5pm Pacific Time). We will also consider candidates who would like to work from our Santa Cruz, CA office.

This position does not include on-site inspections of certified organic operations and will not include field work in the future. There may be occasional opportunities to represent CCOF at trade shows and conferences, depending on interest and availability to travel.

### **Essential Responsibilities:**

- Provides technical services to certified organic processor/handler clients, including review and communication with certified operations about mid-year updates such as new labels, product formulations, ingredient suppliers, food additives, production methods, equipment sanitation procedures, facility pest control plans, audit trail documentation, etc.
- Makes autonomous or semi-autonomous decisions about client compliance with USDA NOP and other organic standards and communicates those decisions to clients.

- Works on special projects as deemed necessary by Handler Certification Leadership (Team Leader, Supervisor, Manager, or Director of Handler Certification) or the Chief Certification Officer.
- Excited and able to work with various groups and demographics of people through written and verbal communication. Ability to provide technical support and build trust through customer service.

**Specific duties:**

- Provides written and verbal instructions to CCOF clients regarding compliance to all applicable standards via email, letter, phone, and occasional virtual or in-person meetings.
- Works daily with a complex, proprietary database to perform the regular tasks of the job. Ensures that database records are consistent and current.
- Ensures timely review of client updates and inspection reports and completes a quantity of work on par with other Handler Certification Specialists.
- Ensures that the CCOF quality system is implemented to required standards so that we excel when we are audited.

**Required Qualifications (Knowledge, Skills, and Abilities):**

- B.A. degree or higher in food science, chemistry, or related field. Alternately, at least three years' work experience in the applicable field will be considered in lieu of degree requirement.
- Computer proficiency in word processing, formatting, databases, and email. Microsoft Outlook, Word, and Excel. Comfort using a computer for multiple hours at a time.
- Clear, direct, and concise written communication skills. Excited and able to work with various groups and demographics of people through written and verbal communication. Ability to provide technical support and build trust through customer service.
- Excellent attention to detail, noticing errors (because no one is perfect), ensuring errors are resolved and leaving things in better shape than you found them. Turning your own mistakes into learning opportunities.
- Ability to organize, monitor, plan ahead, and follow through on tasks with competing deadlines. Efficiently manage a high volume of work while maintaining written/database records that may be audited. Balancing and prioritizing tasks without sacrificing quality. Enjoy building and maintaining systems that keep data and tasks organized.
- Ability to think critically logically, quickly, and autonomously and propose solutions to problems. Use internal and external resources to independently find solutions to unfamiliar situations. Comfort with navigating grey areas and asking for help when needed.
- Comfort in a regulatory role communicating requirements to clients (you know how to say no) and ensuring that standards are met.

**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 Handler Certification Specialist's starting salary range will be \$56,238 - \$60,000 and will depend on qualifications and experience.

**Hiring Process:** Applications will be accepted until March 17, 2023. Interested applicants, please submit the following documents to [employment@ccof.org](mailto:employment@ccof.org) with *Handler Certification Specialist* 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.