



# CCOF

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

## **JOB ANNOUNCEMENT: Certification Operations Assistant**

**Position will remain open until filled**

**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 50 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 among 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, substantial and detailed data entry, and administrative support for staff in a busy and growing field.

This is a full-time, non-exempt position that reports to the Certification Operations Supervisor. This is a remote position based in or close to Santa Cruz County in California. We will also consider candidates who would like to work in our Santa Cruz, CA office.

### **Essential Responsibilities:**

- **Administrative Responsibilities:** Daily work in a proprietary database to complete an array of data entry tasks for a variety of client submissions, including creating new client records, parcel and product additions, and other annual updates. Certification Operations Assistants ensure that database records are accurate, consistent, and current.
- **Customer Service:** Support CCOF members by providing high-quality customer service via phone and email correspondence, regarding general questions and client portal assistance. The Certification Operations Assistant answers general inquiries or transfers calls and questions to appropriate staff in a timely and courteous manner.
- **Time and Work Management:** Independently manage workload to ensure timely completion of tasks to meet deadlines and support team goals. Completes a quality and quantity of work on par with other Certification Operations Assistants of similar tenure.

- **Workload Coordination and Special Projects:** Work daily to process client updates and inspection reports and assign them to certification staff for review. In addition to daily tasks there are often special projects and updates to work instructions.
- **Training and Development:** Conduct peer-to-peer training and follow-up for new team members to ensure that they learn and understand their responsibilities, work effectively and efficiently, and contribute to the team's success.

#### **Specific Duties:**

- Work daily in a shared email inbox to upload client submissions into the database and to process and assign items for review, including rush and expedited emails (high priority submissions with short turnaround timelines).
- Respond to general inquiries from CCOF members and provide excellent customer service support for incoming phone calls and email inquiries.
- Assist Front Desk, Accounting, and the New Applicant Support teams by answering questions regarding client submissions and communications.
- Process new client applications including assessing new applications for completeness, entering initial data entry and processing payments.
- Ensure that database records are accurate, consistent, and current.
- Process inspection report documents and assign inspection reports for review.
- Complete data entry intake of various client updates such as transitional/organic parcel status changes, parcel, and product additions, set client records inactive, annual renewals, surrenders and other updates.
- Complete special projects and update work instructions.
- Conduct peer-to-peer training and follow-up sessions for new team members to ensure that they learn and understand work processes, work effectively, and contribute to the team's success.
- Attend biweekly Certification Operations Team and recurring staff meetings and monitor internal communications, to maintain knowledge of current topics, updates, and announcements.

#### **Required Qualifications:**

- Critical thinking skills to independently navigate unfamiliar situations and use available resources to problem-solve if need be. Ability to ask for help when needed.
- Highly organized, motivated, and detail oriented. Ability to organize, prioritize, monitor, plan, and follow through on tasks with competing deadlines while maintaining quality and supporting team turnaround timelines and processing goals. Notices and fixes errors that others might overlook (because no one is perfect) and turn them into learning opportunities. Develops a drive and determination to complete repetitive tasks and goals throughout the workday.
- Clear, precise, compassionate written and verbal communication. Speaks clearly on behalf of the organization and provides excellent customer service to members. Communicates well with others, including sharing context and asking questions to

understand others' perspectives. Provides feedback on any issues related to incorrect data or other database issues. Proficient typing skills: ability to perform large quantities of data entry for long periods of time and with accuracy,

- Computer proficiency in word processing, formatting, spreadsheets, databases, and email using Microsoft Outlook, Word, and Excel.

#### **Desired Qualifications:**

- Strong written and verbal skills to communicate effectively in Spanish with CCOF clients in the US and Mexico.
- Experience working remotely and/or collaborating with remote teams.
- Alignment with CCOF's mission to advance organic agriculture for a healthy world.

#### **Physical Requirements:**

- Prolonged periods of sitting and/or standing at a desk and working on a computer

#### **Other duties:**

Please note this job description is not designed to cover or contain a comprehensive listing of activities, duties or responsibilities that are required of the employee for this job. Duties, responsibilities, and activities may change at any time with or without notice. Training will be provided for additional responsibilities.

**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 \$50,000 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](mailto: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.

Inclusivity is a core value at CCOF. We are passionate about building and sustaining an inclusive and equitable work and learning environment for all employees. We believe every member of

our team enriches our diversity by exposing us to a broad range of ways to understand and engage with the world, identify challenges, and to discover, design and deliver solutions.