



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, today our roots 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 with a team to complete a wide range of administrative tasks associated with the certification of organic food. Applicants must be able to work in a fast-paced office environment. Tasks performed by the Assistant are essential to the certification process including, direct communication with members, data entry and administrative support for certification staff.

This position is a full time, 40 hours per week, non-exempt status position reporting to the Certification Operations Manager.

This entry level position includes the following duties:

Position Responsibilities:

- Communicate with CCOF members regarding general questions.
- Provide incoming phone and email customer support.
- Work daily with a proprietary database; complete data entry for incoming documentation including applications and client updates.
- Provide cert staff support through workload management.
- Work on special projects and teams as required.
- Spanish language skills sufficient to communicate verbally and in writing with Spanish speaking clients.
- Excellent communication skills in person, on the phone, and in writing.
- Competency in word processing, databases, and email.
- Skills to organize, monitor, and track numerous activities for different departments over time.
- Ability to operate independently and solve problems with minimum supervision.
- Strong attention to detail and ability to follow instructions.

- Ability to multi-task in a busy environment.
- Consistency, dependability, and punctuality.

Desired Qualifications:

- Experience in an office environment
- Experience or interest in organic agriculture and/or food

Compensation: CCOF takes pride in offering competitive pay and excellent benefits. The Certification Operations Assistant's starting compensation 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.