



# Job Description

Morinaga America Foods, Inc.

<b>Job Title:</b>	Quality Assurance Technician	<b>FLSA Status</b>	Non-Exempt
<b>Department:</b>	Quality Assurance	<b>Salary:</b>	Hourly
<b>Location:</b>	4391 Wilson Road, Mebane, NC 27302	<b>Supervisory Responsibilities:</b>	None
<b>Reports to:</b>	QA Manager	<b>Position Type:</b>	Full time / Permanent
<b>Certificates/Licenses:</b>	HACCP, PCQI, SQF Practitioner (Preferred)	<b>Back-Up To:</b>	Other Quality Assurance Technicians
<b>Applications Accepted:</b>	Via email: <a href="mailto:hiring-team-mag@morinaga.com">hiring-team-mag@morinaga.com</a> Attention: HR Department RE: (Job Title)		
<b>Tools/ Equipment Used:</b>	General office equipment including phone, fax, copier, scanner, phone system, personal computer, postage machine.		
<p><b>Work Environment:</b> The work environment characteristics described here are representative of those and employee encounters while performing the essential job functions of this position. Reasonable accommodations may be made to enable individuals with disabilities to perform essential functions. Any accommodations made must be stated in writing and attached to this job description. These job functions are not intended to be complete and exhaustive list of all responsibilities, duties, and skills required. The information contained herein is subject to change at the company's discretion.</p>			
<p><b>Essential Physical Tasks</b></p> <p>Lifting: Must be able to occasionally lift and/or move up to 10lbs.</p> <p>Vision: Able to read and analyze data in hard copy and on a computer screen. Ability to measure or identify using eyesight.</p> <p>Sitting for extended periods of time.</p> <p>Work is performed in an office environment with quiet to moderate noise levels.</p>		<p>Morinaga America Foods, Inc. (MAF) is an equal opportunity and affirmative action employer. All qualified applicants will receive consideration for employment without regard to race, color, natural origin, religion, sex, gender identity, sexual orientations, genetic information, status as an individual with a disability, or status as a protected veteran. Final candidates are subject to background checks. MAF participates in E-Verify. Federal law requires all employers to verify the identity and employment eligibility of all persons hired to work in the United States.</p>	
<p><b>Job Description</b></p>			
<p><b>Position Summary:</b></p> <p>The Quality Assurance Technician is responsible for providing Production with the necessary information to produce products that meet MAF food safety and quality standards at the lowest cost in a timely manner. Decisions made by this individual may significantly impact manufacturing cost, production efficiencies, and customer satisfaction. This position will serve as an internal "customer advocate" to help ensure the requirements and expectations of MAF's customers and consumers are met. This position helps support, implement and maintain food safety and quality practices as required through SQF.</p>			
<p><b>Duties and Responsibilities:</b></p> <ul style="list-style-type: none"> <li>• Provide technical support to Production and other support staff as assigned.</li> <li>• Serve as resource to Production by providing product quality and food safety guidance throughout lifecycle of product.</li> <li>• Facilitate noncompliance meetings to drive internal investigation in the identification of root cause and immediate corrective action.</li> </ul>			



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- Advise production on regulatory and internal requirements during noncompliance process.
- Coordinate and perform audits and analyses on finished and intermediate products, ingredients, processes and systems as requested.
- Record and report audit findings in areas of Pest Prevention, Sanitation, GMP's, Pre-Op Inspection/Testing, Plant Environment, HACCP, SSOP's, Net Weight, and Finished Product Sensory.
- Perform Ingredient COA Verifications.
- Collect, prepare and ship routine environmental swabs for testing.
- Investigate leaks, create vector swabbing maps, collect and ship swabs.
- Enter investigation and testing results in reporting databases.
- Perform all finished product analysis.
- Oversee contractor and maintenance work to assure GMP/food safety compliance.
- Follow safety, sanitation, Good Manufacturing Practices, and Good Laboratory Practices at all times.
- Assist QA Supervisor with N/C product sampling, inspection and dispositions.
- Assist QA department with continuous improvement and quality system development projects.
- Manage inventory of lab supplies.
- Represent Quality Assurance in cross-functional groups as assigned.
- Maintain a thorough knowledge of appropriate standard operating procedures (SOP). Write New or revise SOPs as needed. Write protocols and reports as needed.
- Organize and evaluate the test methodology in data collection to analysis of products, processes, efficiencies, policies, procedures, ingredients, etc.
- Accurately gather, compile, analyze and summarize information by which improvement decisions are based.
- Provide appropriate training on GMPs and quality systems to Production and plant staff.
- Implement solutions resulting from the accurate and timely gathering/assembling of data for continuous improvements of high quality products/processes.
- Provide technical support in the fact-finding process related to non-compliance, HACCP violations, and incoming ingredient incidents.
- Provide summary feedback to QA Supervisor and/or Manager and Production on key measurements related to program assignments.
- Other duties as assigned by Quality Supervisor and/or Manager.

## **Other Work/Responsibilities:**

- This position will require off-shift and weekend work.
- Work under the general direction of QA Supervisor, but may take direction from Quality Manager or adjust priorities according to production demand.
- Serve as backup for QA technicians for vacations, absences, etc.
- Drive for a harmonious and constructive working atmosphere by demonstrating (through words and actions) a positive, cooperative and supportive attitude toward team members and company policies.
- Comply with all company policies and procedures.
- Responsible for maintaining a clean and safe working area.



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- Responsible for completing job duties in a manner that supports all personnel safety, food safety, and quality procedures
- Occasional travel may be required for offsite inspections and training.
- Responsible for completing job duties in a manner that supports all plant safety, food safety, quality, and environmental practices.
- The ability to work according to the assigned schedule, to meet job requirements with or without reasonable accommodation, is an essential function of this position.

**Required Minimum Education and Experience:**

- High School Diploma and/or GED
- 1 year experience in Quality Assurance/Control within Food, Beverage or Pharma Industry *or* relevant experience within Food, Beverage or Pharma Manufacturing Industry.
- Strong Technical knowledge of Quality Assurance and Food Safety.
- Knowledge of manufacturing processes, GMP's, food safety.
- Excellent organizational and problem-solving skills.
- Strong communication and interpersonal skills, including the ability to make presentations, facilitate meetings, probe for root cause, and provide training to various groups within the organization.
- Ability to work in a fast paced and rapidly changing environment.
- Proficient in Microsoft Office (Outlook, Word, Excel, Power Point), Adobe Acrobat.

**Preferred Qualifications:**

- Bachelor's degree in Chemistry, Biology, Microbiology, Food Science, Animal Science or related field or 2 years of experience in Quality Assurance/Control within Food, Beverage or Pharma Industry.
- Prior experience as a Quality Assurance Technician or Quality Control Technician.

**Job Skills:**

Accuracy, attention to detail, English language, confidentiality, reliability, sound judgment, basic math skills, able to multi-task, negotiation, planning and organizational skills, problem-solving oriented, research and vendor relations, strong organizational skills. Highly resourceful team-player with the ability to work independently, excellent verbal and written communication skills. Able to handle confidential information, be adaptable to various competing demands, and demonstrate the highest level of customer service at all times.

Employee:		Date:	
Manager:		Date:	
Last Updated By:	Roxana Shevack, HR Manager	Date:	7/15/2021