



Job Title: Quality (QA) Technician	Department: Quality Assurance
Years of experience: 2-3 year	Position Type: Permanent, Onsite

Overview

The Crump Group Inc. is a family-owned and operated premium pet treat manufacturer. Started in 2006, we have successfully established 3 market leading brands (Caledon Farms, Crumps Naturals and Dog Delights) distributed throughout Canada and the United States.

We are currently looking for a QA Technician. The ideal candidate will have a positive attitude, excellent communication skills, have the ability to work independently, take responsibility and the initiative to complete a wide range of tasks and the willingness to learn. The successful individual will be collaborative, a professional team player with judgement to handle sensitive situations with tact, diplomacy and high ethical standards. We are willing to train for this position.

The QA Technician is responsible for the following:

- monitor employees to ensure they are adhering to HACCP and prerequisite program requirements
- work with QA Manager/ Supervisor and Plant Management and/or Shift Supervisors to enforce disciplinary action of employees who do not comply with the company food safety program
- collect and verify daily records (shipping and receiving docs, oven sheets, product release, metal detection records, scale verifications, proper labelling etc.)
- ensure all records are organized and kept up to date as per any changes (cart tags, oven sheets)
- conduct daily, monthly and annual internal inspections/audits
- monitor HACCP critical control points
- conducting quality checks, and QA floor coverage
- work with QA Manager/Supervisor to track trends (non-conformances, pest control, customer complaints, hold records etc.)
- support office staff to investigate customer complaints
- manage new and existing suppliers as per supplier review protocol
- support QA Manager/ Supervisor with root cause analysis and preventative controls
- manage document control
- support QA Manager/ Supervisor in the training of employees including any part-time or agency employees
- Responsible for the continual training of plant employees
- Take part in trace and recall exercises, annual crisis management and food defense review
- Perform other duties assigned

Education/Training & Experience — Bachelor of Science/Diploma in food sciences (preferred) and a minimum of 3 years related experience and/or training is required.

Communication Skills—Excellent communication skills – both oral and detailed written are needed to be effective in this position. Strong leadership, management, and interpersonal skills are necessary to effectively interact with multiple employees, management personnel, and other stakeholders. Interpersonal skills employed include handling conflict; motivating, instructing, and training personnel in a fair, honest, and direct way.

Working Conditions –Temperature and humidity conditions in the work area can vary from temperatures ranging from 4 degrees C up to or exceeding 30 degrees, and very humid (near or over 80%) to ultra-low humidity (less than 40%). Outdoor work may be required and is subject to extreme hot and cold temperature conditions. Manufacturing processes are highly reliant on machines and as a result, noise levels can reach up to 115 decibels requiring the use of hearing protection for most of the day. Some jobs or tasks require working at heights. Some of these tasks require entry for extended periods of time. Employees will be required to wear plastic gloves, hairnet, beard net, mask while performing duties involving potential direct contact with the product. Personal protective equipment (such as safety glasses, safety shoes/boots, or gloves) must be worn per company work rules. Employee must be available to work weekend hours as needed.

The Crump Group is committed to equity, inclusion in employment and diversity. We celebrate diverse perspectives and you will be part of building a more diverse workforce to enhance our competitive position and enrich our culture.