

<b>POSITION TITLE:</b>	<b>Quality Customer Care Specialist</b>	<b>Date Reviewed:</b>	<b>12/13/2022</b>
<b>REPORTS TO:</b>	<b>Senior Quality Manager</b>	<b>Date Approved:</b>	<b>12/13/2022</b>
<b>DEPARTMENT:</b>	<b>Quality (046)</b>	<b>Revision #:</b>	<b>03</b>
<b>TYPE OF POSTION:</b>	<b>Full-Time/Non-Exempt</b>		
<b>LOCATION OFFICED:</b>	<b>Fargo, ND, Watertown, SD</b>		

**POSITION DESCRIPTION:**

Under the limited supervision of the Senior Quality Manager, the Quality Customer Care Specialist ensures timely coordination and follow-up of customer document requests. This position will assist with additional tasks as needed.

**RESPONSIBILITES AND DUTIES:**

- Work to support consistent supply of safe, quality food ingredients.
- Participate and engage in quality team meetings and training.
- Work with other departments including sales, marketing, procurement, and support staff as needed to promote company safety and mission.
- Communicate complaints to affected personnel and facilitate corrective action response.
- Serve as the lead contact for all customer complaints.
- Complete risk analysis and communicate concerns in the assessment of suppliers and vendors.
- Provide document request information to customers that is consistent with company policy in a timely manner.
- Perform other duties as assigned.

**QUALIFICATIONS:**

- Excellent critical thinking skills
- Proficient in Microsoft Office programs: Word, Excel, Outlook and PowerPoint
- Strong written and verbal communication skills
- Self-motivated and goal oriented
- Detail oriented with good follow through
- Willingness and desire to accept responsibility and add value to the position
- Creative and proactive with good problem-solving skills
- Team player with the ability to work well with others
- Ability to multi-task and be organized

**BACK UP:**

- Specification Specialist
- QA Support Specialist

<b>Name:</b>		<b>Date:</b>	
<b>Signature:</b>			
<b>Manager Name:</b>		<b>Date:</b>	
<b>Signature:</b>			