

4.10.24

Food Safety Quality Assurance Manager

About Us

God's Love We Deliver, a nonsectarian organization, is the New York metropolitan area's leading provider of life-sustaining meals and nutrition counseling for people living with severe illnesses. Begun as an HIV/AIDS service organization, today God's Love provides for people living with more than 200 individual diagnoses. God's Love cooks and home delivers the specific, nutritious meals a client's severe illness and treatment so urgently require. Meals are individually tailored for each client by one of our Registered Dietitian Nutritionists, and clients have access to unlimited nutrition counseling. God's Love supports families by providing meals for the children and senior caregivers of our clients. All of our services are provided free of charge to clients.

About the Role:

The Food Safety Quality Assurance Manager (QAM) ensures that all products are handled, assembled, and stored in a food safe manner, following the standards of NYCDOH and HAACP, and conforming to all regulatory and internal requirements. The QAM creates and executes daily food safety and quality assurance checks. The QAM is responsible for reporting of internal and external Food Safety and Quality and Production related metrics. The individual in this role also oversees Kitchen equipment maintenance including, but not limited to, equipment assessment, vendor management, reporting on equipment functionality, and managing the equipment ticketing system.

- Benefits: Excellent Health, Dental, and Vision insurance at low cost to employees. Option to enroll in pre-tax Commuter Transit, Flexible Spending Account, and Health Savings Account.
- Retirement Savings Plan: 403B with up to a 2% match each pay period
- Paid Time Off including
 - 15 Days of annual Paid Vacation Time Off in first year of employment, increasing with length of service
 - 12 days of annual Paid Sick Time
 - 10 paid holidays
- Monday through Friday.
- A rewarding work environment: Supporting our operations providing nutritious meals to New Yorkers living with severe illness.
- A collaborative work environment: Everyone works together to contribute their talents and their ideas.
- A fun work environment: Periodic staff lunches and Happy Hours; an annual staff retreat to focus on team learning and team-building; a fun Holiday Party to celebrate our staff
- An inclusive work environment: Celebrating diversity, equity and accessibility, valuing the unique perspectives and life experiences that all employees bring to work.
- **This position requires onsite work.**
- This is a Full-Time exempt position, paying \$72,000 – \$82,000 annually.

Essential Duties and Responsibilities:

- Perform daily food safety and quality checks in compliance with federal, state and local regulations and internal God's Love We Deliver food safety requirements.
- Ensure Food Safety and Regulatory compliance of sanitation practices.
- Work with the Nutrition Department to maintain a schedule for temperature checks and inspection of meals for re-distribution, ensuring compliance with regulatory and internal God's Love standards and requirements.
- Provide on-the-floor QA support to ensure all work areas comply with regulatory standards; help with the investigation and resolution of any food safety, quality, or process control related issues.
- Champion performance improvement and quality assurance programs: create and maintain documentation and control
- Collaborate interdepartmentally to create, implement, and track quality assurance measures; set quality assurance compliance objectives to achieve the targets.

- Determine and deliver relevant quality-associated training requirements, ensuring compliance with health, safety and environmental standards.
- Collect and report data for the purpose of improving products and systems related to food safety, quality assurance, and adherence to key performance indicators.
- Record and help resolve issues, and produce regular reports related to compliance with food safety standards.
- Perform verification system checks to ensure sanitation systems are on track including daily pre-operational sanitation checks (inspections, APC, ATP, and Environmental monitoring.)
- Assist QA and Operations in conformance checks of ingredients, packaging, and finished product to ensure they meet established specifications.
- Manage Kitchen and Meal Packaging Department equipment and service vendors, overseeing all equipment repairs to ensure work is done in a timely way.
- Oversee equipment ticketing system to enter, track, and close tickets as equipment is serviced
- Working with the Lead Steward, create and assess cleaning and maintenance protocols on equipment to extend and maintain the life of the equipment.

About You:

You are highly self-motivated, empathetic, and client-focused with a strong desire to support our mission and the large teams and functions that deliver on that mission. You are looking for an organization with big goals and opportunities, and you are energized by continuous improvement, problem-solving, and helping others get it right.

In addition, the right candidate meets the following requirements:

- Minimum of 5 years of experience in a Quality Assurance role in the food industry.
- NYC Department of Health Certificate in Food Handling and/or Servsafe certification.
- Strong knowledge and understanding of HACCP and USDA/FDA regulations.
- HACCP certification preferred.
- Experience with identifying and creating processes and writing procedures.
- Ability to respond to inquiries or complaints from customers, regulatory agencies, or members of the business community.
- Expertise in using MS Office Word, Excel, PowerPoint, Access and an email system.
- Excellent oral and written communication skills.
- Excellent interpersonal skills including patience and understanding when working with staff and volunteers.
- Ability to work on designated holidays, including Thanksgiving Day.

Interested in Applying for this Role?