JOB ANNOUNCEMENT: Inspection Operations Supervisor
Position will remain open until filled

Who we are: 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 50 years ago, our roots now 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 Inspection Operations Supervisor will be part of the Inspection Operations Department of approximately 12 full-time staff. This position works with a team of three or more other Inspection Operations Supervisors to coordinate approximately 5000 inspections annually for about 2900 clients. The main functions of this role are to ensure that inspections are completed by qualified inspectors within timelines that meet our client’s needs, and to manage a consistent pace of inspections throughout the year. The Inspection Operations Supervisor will have frequent and direct contact with inspectors and will be the primary supervisor for approximately 8-12 inspectors. This position does not include on-site inspections of certified organic operations or other regular field work. The Inspection Operations Supervisor may have periodic opportunities to perform in-field inspector evaluations during organic inspections.

This is a full-time exempt position that reports to an Inspection Operations Manager. This is a remote position.

Essential Responsibilities:

- Inspection Assignment: Using the Intact database, assigns organic inspections in a manner that achieves internal completion goals and USDA organic inspection requirements. Monitors database portal for inspection-related action items. Addresses inspection-related action items. Creates and assigns inspection orders for new clients and existing clients who need additional inspections.

- Inspector Supervision: Supervises and supports 8 – 12 inspectors who will report to the Inspection Operations Supervisor. Acts as the main point of contact for these inspectors. Provides direct support to inspectors by email, phone, and web meetings regarding inspection assignments and CCOF inspection systems, including the Intact database and MyCCOF inspector web portal.
• Inspection and Inspector quality: Monitors overall inspection completion rate using the Intact database. Ensures inspections are submitted on time. Ensures that database and communications records regarding inspections and inspectors are consistent and current. Assists in maintaining CCOF’s roster of qualified inspectors through assessment, training, ongoing support, and evaluation of inspectors.
• Works on special projects as deemed necessary by the Director of Inspection Operations or Chief Certification Officer.

Specific Duties
• Provides written and verbal specific inspection instructions.
• Provides Inspection Fee estimates for new applicants.
• Ensures efficient use of inspector resources including travel expenses.
• Tracks status of inspections already assigned and communicates with inspectors regarding late inspections or other timing issues.
• Addresses client inquiries about inspection timing and inspection complaints.
• Works with other Inspection Operations Supervisors and Managers to provide annual inspector performance evaluations, which assess inspection quality, timeliness, professional behavior, and timely communication.

Required Qualifications:
• Ability to operate independently and logically, solve problems under pressure and with minimum supervision.
• Consistency, dependability, and responsiveness. Others can count on you to do what needs to be done. Produce the same standard of work. Be prompt, attend meetings and events on time and submit your assignments by the deadline.
• Competency in word processing, formatting, databases, and email using applications including Microsoft Outlook, Word, and Excel. Solid understanding of the basics and some experience using advanced features.
• Ability to work with diverse groups and people.
• IOIA Organic Inspector training or equivalent experience
• One or more years’ experience in a professional office environment.

Desired Qualifications:
• Spanish language skills, sufficient to communicate verbally and in writing with Spanish speaking clients and Inspectors.
• B.A. or B.S. degree or higher in a related field
• Practical field experience in organic agriculture or food systems
• Experience with organic regulations, or other environmental regulatory programs
• Experience conducting organic inspections
• Operations and logistics experience
• Auditor training for food quality production systems or similar field.
Physical and Travel Requirements:

- Ability to travel domestically at least once a year
- Prolonged periods sitting or standing at a desk and working on a computer

Other duties

Please note this job description is not designed to cover or contain a comprehensive listing of activities, duties or responsibilities required of the employee for this job. Duties, responsibilities, and activities may change at any time with or without notice.

Compensation: CCOF takes pride in offering competitive pay and benefits such as superb health plans, 401(k) program, and generous sick/personal and vacation time. The Inspection Operations Supervisor’s starting salary range will be $71,600 - $74,000 and 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 Inspection Operations Supervisor 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.

CCOF is an equal opportunity employer. We encourage people with diverse backgrounds and experience to apply.

Inclusivity is a core value at CCOF. We are passionate about building and sustaining an inclusive and equitable work and learning environment for all employees. We believe every member of our team enriches our diversity by exposing us to a broad range of ways to understand and engage with the world, identify challenges, and to discover, design and deliver solutions. Thank you for your interest in this position!