

FS&QA LEADER JOB DESCRIPTION



The Food Safety & Quality Assurance Leader is responsible for ensuring the Food Safety Culture at Choolaah meets the Senior Leadership Expectations. This includes ensuring that the Choolaah Brand Standards and company guidelines, policies and practices meet the food safety science principles, all regulatory requirements, company quality standards and that all are executed consistently in all markets.

At the core, this person will be an effective conduit of information, support and assistance to all staff and can effectively communicate the Choolaah Brand's Food Safety standards, programs, and practices. This individual will also actively work the Choolaah Leadership to initiate, guide and participate in each Food Safety Initiative (i.e., Steritech, Zenput, ChoolaahSafe, etc.).

This position works closely with Operations Leaders - Regional, Area and store level, Training Team and on site staff to provide them with the knowledge and tools that they need to correctly execute food safety practices and QA standards.

Additionally, this person evaluates all data streams and uses information to lead the Food Safety & Quality Assurance (FS QA) department in building programs and communications based on each stores' needs.

The primary accountability of this position will be to improve safety programs across the system by supporting and educating field staff and store level management and to use data to support the program's continuous improvement.

Essential Duties and Responsibilities:

- Plans, develops, and manages all new development within the FSQA department based on data available.
- Oversight and daily administration of Steritech Audit program. Helps manage user access and updates reporting structures as regional and area alignment and assigned stores are revised.
- Serves as point of first contact for issues identified by Steritech, as per Choolaah Food Safety Standards, and addresses and resolves problems, complaints, and concerns. Conducts face to face meetings with vendor on a quarterly basis.
- Interfaces with Training and Supply Chain departments on projects such as integration of Food Safety and Quality programs into Choolaah University and Supply Chain FSQA.
- Serves as the manager of the temperature monitoring/HACCP compliance program (Zenput). Manages the reporting, program reviews, trouble shooting, and development projects. Conducts face to face meetings with vendor on a quarterly basis.
- Provide weekly reports to Leadership and Manages and distributes weekly (Monday) weekly food safety tips for the Mindful Monday, and coordinates with Training Manager on quarterly food safety newsletter.
- Responsible for overseeing the setup of new stores in Steritech and associated programs. Handles scheduling and announcements as necessary.
- Performs monthly travel for FSQA department.
- Works with FSQA Advisor and VP operations and provides meaningful input on long term plans and development
- Delivers training and classes on Food Alert auditing processes, ChoolaahSafe and Zenput procedures for new field staff and managers.
- Supports VP of Operations on additional projects and tasks as needed.

VISION

To transform the quality of life of everyone we touch

MISSION

I delight every guest every time creating raving fans

VALUES

JOY: I create joyful experiences

INTEGRITY: I honor my word

EXCELLENCE: I strive for 100%

GROWTH: I drive personal and organizational growth

CANDOR: I choose to be open and honest



FS&QA LEADER JOB DESCRIPTION



Qualification Guidelines: To perform this job successfully, an individual must be able to perform each essential duty satisfactorily. The requirements listed below are representative of the knowledge, skill, and/or ability required.

Education/Experience:

- 4 year college/ University degree preferred in science or related field
- 4-6 years of related experience in food safety inspections, audits, QA evaluations and Food Safety Training.
- Hospitality/food beverage industry experience a plus.

Language Ability:

- Excellent English verbal and written skills are necessary. Multi lingual is a plus.
- The successful candidate will be required to use written, verbal and group communication skills.
- The ability to read, write and comprehend complex instructions and correspondences is necessary. It also requires the ability to read, analyze, create and interpret general business memos and documents.

Math Ability:

- Fundamental math skills, data assessments, evaluation and reports as well as business math skills are necessary.

Reasoning Ability:

- This position requires strong organizational skills and the ability to manage multiple ongoing projects; proficient in multi-tasking, problem analysis and resolution.

Computer Skills:

- Proficiency in MS Office Word, Excel, PowerPoint, Internet, Outlook, and other appropriate software within the organization. Knowledge of common MS Office applications.
- The ability to proficiently operate internal and/or proprietary systems software.

Supervisory Responsibilities:

- This position may require supervisory responsibilities.

Physical Demands:

- This position may require long hours sitting and using office equipment and computers.
- There may also be extensive lifting of supplies and materials.
- The use of hands and arms to reach for, grasp and manipulate objects is required.
- Travel will be required 30%-50% of the time.

Special Requirements/Certifications:

- This position will require the ability to facilitate training and lead individuals to achieve outstanding food safety and quality standards. Food Safety Training and certifications are preferred (i.e., ServSafe Instructor, HACCP, etc.)

The above job description is not intended to be an all-inclusive list of duties and standards of the position. Incumbents will follow any other instructions, and perform any other related duties, as assigned by their supervisor, policy and company management.

Apply today via email with a resume and cover letter to JoinUs@choolaah.com