



Holistic Pet Nutrition

Quality Assurance Manager

Are you looking for an exciting opportunity where you are able to enjoy the “daily grind”? If so, you have come to the right place.

We all know working with pets is fun, but when you are part of the process of making products they will love and are great for them – it just makes things even better! With a dynamic and hardworking group of individuals across the entire company, we offer collaborative teamwork between all departments encouraging you to be your best self. Join the team at Solid Gold Pet and experience an environment that is optimal for personal and professional growth!

About Solid Gold Pet:

Solid Gold Pet (www.solidgoldpet.com) formulates markets and sells premium pet food, treats and supplement products made with natural ingredients. Founded in 1974, Solid Gold is one of America’s first natural pet food companies. Solid Gold’s products are sold in Petco, regional pet food chains, independent retailers and online retailers, including Amazon.

Position:

This position manages the Quality Assurance program with our co-manufacturers to assure the on-going production of high quality and safe food products that comply with product design and meet or exceed customer and consumer expectations. The quality assurance manager is responsible to monitor implementation of and adherence to Solid Gold Pet quality systems. This position will also engage in consumer and retail complaints as well as state compliance registrations and regulations.

The QA Manager is a position where the incumbent will have the opportunity for growth personally and professionally. Reports to the Director of Quality.

Key Responsibilities:

- Monitor quality assurance functions for the site.
- Assures product safety through monitoring of testing programs, environmental monitoring, quality systems.
- Assures adherence to Solid Gold Pet’s specifications through monitoring product’s manufacture and testing documentation.
- Provides direction and influence for the development, implementation and continuous improvement of all quality systems.
- Assures that all products and packs produced at the site are safe for consumption and conform to the intended product design.
- Supports the quality and product safety components of all projects at the site through quality planning, and by project oversight for compliance to GMP’s and other company policies and standards.
- In partnership with the Solid Gold Product Development and plant technical resources represent Solid Gold with commercialization of all new products, line extensions.
- With leadership from Quality Director, audit site’s manufacturing and quality functions.
- Provide timely feedback on performance.
- Ensure and manage adherence to the Solid Gold Pet Quality Standards.
- Represent Solid Gold Pet at the site with respect to the quality and safety of products and the food processing environment.
- Perform mock recalls per Solid Gold Pet’s requirements.
- Perform consumer complaint analysis with the manufacturing facilities.
- Fosters positive working relationships with co-manufacturers.
- In partnership with co-manufacturer and Product Development develop product specifications.
- Coordinate with Consumer Engagement Specialist on consumer inquires of a technical nature, complaints or quality issues.
- Understand and assist with State Compliance and Registrations

- Act as a back up to Consumer Engagement for overflow and time off coverage.

Job Requirements:

- Must be passionate about pets!
- Must have experience working with third parties on oversight quality programs
- Must have proven capabilities to create and sustain collaborative relationships
- Conflict management
- Customer focus
- Problem solving
- Engages co-manufacturers
- Managing vision and purpose
- Dealing with ambiguity
- Must be able to travel up to 30%

Key Functional Skills/Knowledge:

- HACCP and food safety management
- Ideal GFSI or FSSC22000 scheme and quality management systems
- Auditing
- Word, Excel, and PowerPoint
- Sanitation and Pest Control Management
- GMP and Personnel Hygiene Management
- Minimum 4f years of experience as a Quality professional
- Basic understanding of regulatory and food law, including AAFCO Guidelines