

## **Certification Program Manager Oregon Tilth Certified Organic**

### **Job Description**

**Purpose:** The Certification Program Manager is the main lead for oversight of staff and operations certified under the appropriate programs, either Processing (handlers) or Farm (crop and livestock). The Certification Program Manager's ultimate aim is to oversee and manage all aspects of their respective programs including but not limited to, the staff working within the program, the certification services of the program and the overall health of the program. The program manager is also responsible for driving the development and implementation of the goals outlined in the certification annual plan and strategic plan. Within the organization the Certification Program Manager interacts with all certification staff and other program and departmental leads. This position reports to the Certification Director.

The duties of the Certification Program Manager cover the following areas:

#### **A. Program Management**

1. Oversee implementation of strategies and annual work plan goals in order to continuously improve operational systems and processes ensuring quality and efficiency.
2. Manage and oversee meetings and communications amongst certification personnel within respective programs.
3. Assist with development of program budget and regularly monitor financial performance.
4. Manage program partnerships and agreements including settlement agreements.
5. Assist with development and maintenance of certification metrics and evaluation tools to measure performance and optimize services.
6. Regularly monitor and evaluate program timeliness, overall function of resource allocation to ensure a high level of customer service and quality.

#### **B. Personnel Management**

1. Supervise personnel working in the relevant programs.
2. Manage performance evaluations, continued education and professional development of employees within the relevant program.
3. Oversee hiring and staffing resource needs of respective program.
4. Collaborate with other managers and supervisors to create effective training plans for certification staff and contractors that serve to increase overall quality of certification and job satisfaction of staff.
5. Work to ensure a positive team culture through implementation of team activities, good communication and overall respect.

#### **C. Operations Management**

1. Ensure development of organizational internal policies, procedures and guidance documents. Provide input and oversight in the development of all internal policies and procedures which affect the relevant program
2. Oversee adverse action process and ensure a high level of quality and consistency, including mediations and reinstatements.
3. Assist with investigations and complaints as necessary.
4. Oversee and monitor high-risk operations and ensure adequate oversight and review is conducted to protect organic integrity.

#### **D. Program Development and Representation**

1. Regularly assess existing suite of certification services and develop any new approved services within the respective area.
2. Oversee the annual certification staff training plan.
3. Serve as a representative on relevant organizational leadership groups and meetings as needed.
4. Actively participate in industry associations, professional networks and working groups to represent the OTCO program.
5. Support Certification Director with program reports and representation to the board.
6. Provide the Certification Management Team and other relevant groups input on policy issues as they pertain to the relevant program

**E. Communications and Marketing**

1. Represent the OTCO certification program by attending trade conferences and other appropriate meetings to build relationships with operators and the broader organic sector.
2. Collaborate with the Communications Department in the creation of educational materials and resources for clients in the respective program.
3. Interface with the National Organic Program and other standard owners as necessary.

**F. Other Duties**

1. Answer specific questions about certification program.
2. Other duties as assigned.

**Job Specification**

Part time telecommute option, with Management approval

Exempt

Full-time

The qualifications for the job of Certification Program Manager include the following:

**A. Education and Experience**

1. Bachelor's Degree or equivalent work experience minimum 3 years' experience in organic certification.
2. Personnel management and leadership strongly desired.

**B. Computer Skills**

1. Database management
2. Word Processing
3. Email and Internet

**C. Skills**

1. Team Building and leadership
2. Communication
3. Writing
4. Organization
5. Detail oriented
6. Multi-task
7. Presenting to groups
8. Project Management

**D. Specific Skills and Abilities**

1. Requires high-level exercise of discretion and judgment
2. Customarily and regularly exercises authority to make decision of significance
3. Ability to work as member of a team, and interface with other branches of the organization
4. Ability to solve problems and make decisions under pressure and time constraints
5. Ability to manage personnel and work with diverse community members.
6. Ability to assess and evaluate current and future work loads
7. Ability to develop and implement new systems as required by growth and changes in the industry
8. Ability to communicate well with clients, to explain standards clearly and to explain client needs and concerns to OTCO staff.