



QUALITY CONTROL MANAGER

COMPANY OVERVIEW

Sage Fruit Company is a vertically integrated Sales & Marketing firm located in Yakima, Washington. The Company was founded in 1999 and employs 50 full-time employees. Sage is owned by four grower/packer/shipper companies who have partnered for the purpose of delivering the highest quality tree fruit and fostering long term relationship with their customers, growers, and employees. We have four apple packing facilities as well as a state-of-the-art cherry packing plant. Our headquarters are in Yakima, Washington and we deliver fruit throughout the world. We are considered one of the premier grower/shipper operations in Washington and are known most for high quality and a high level of service. We believe in and require the same level of service for each other as we do for our customers.

The primary reason for our outstanding success and growth is our business philosophy and reputation tied to our corporate values which are listed below.

PRIMARY OBJECTIVE

The Quality Control Manager at each warehouse is a key member of the Sage team and highly integral to our success. The primary purpose of this position is to manage customer accounts and to sell fruit for the best overall average to the pool.

REPORTS TO

This position reports to the Director of Quality Control.

MISSION STATEMENT

To grow and deliver the highest quality fruit and create value for our customers, employees, and growers.

VISION STATEMENT

The Sage Fruit Family is admired for being the industry leader. We are passionate about creating value and improving people's lives.

SAGE VALUES

Integrity Teamwork Excellence Respect Accountability Passion

MAJOR RESPONSIBILITIES AND DUTIES OF THE QC MANAGER

- Help the production team pack fruit right the first time.
 - Give timely accurate and detailed feedback to the line operators.
 - Manage Line QC staff and ensure they understand the quality parameters of each variety, grade and pack style.
 - Ensure all QC personnel are familiar with requirements related to grade by customer, UPC's, box stamps, etc. and ensure they are checking this throughout the day.
- Ensure inventory is correct – meaning if fruit is available it is shippable and that if it is not shippable it is unavailable.
 - Ensure that fruit is being checked on a systematic basis and assign expiration dates/place fruit unavailable as needed.
 - Manage Inventory QC to ensure they are efficient in their work and accurate in their assessments of fruit quality/condition.
 - If fruit was not packed correctly, ensure that it is placed unavailable as soon as possible, having first documented the % of each defect and the sample size taken.
 - Communicate with all production and sales personnel when fruit is placed unavailable so that arrangements can be made to change sales orders/repack as needed.
- Ensure we deliver the highest quality fruit to our customers.
 - Ensure we complete thorough quality checks on all orders prior to shipping. To the extent possible this should be done at least one day ahead of the ship date.
 - Ensure that shipping QC personnel assess both color and defect when checking orders for core customers.
 - If color is not adequate or defect levels are too high for core customers, contact Sales so that other arrangements can be made for that order.
 - For non-core customers focus on checking for defect and ensuring product is in grade prior to shipping. Color will only be a factor here if severely out of grade to the point of requiring a new lid and stamp.
 - Ensure that prior to shipping, all fruit has the correct stamps (date sensitive for certain customers), the correct UPC, etc.
 - Ensure that we achieve trouble of less than 1% of boxes shipped for all core customers combined each month AND less than 1.5% overall trouble rate for domestic shipments and MX.
 - Work closely with Shipping personnel to ensure we QC fruit in a timely manner to allow fruit to ship by its appointment time, or needed haul time.
 - Manage the productivity of all shipping QC
- Keep accurate documentation on all findings and communicate to the right people.
- Develop and deliver quality training programs to enhance the skills and knowledge of QC staff. Foster a culture of teamwork, quality awareness and continuous improvement throughout the organization.

- Collect and analyze quality data to identify trends, patterns, and areas for improvement. Prepare quality reports and dashboards to communicate performance metrics, quality issues, and improvement opportunities to the Director of Quality Control, Production Supervisors and Sales.
- Stay updated on relevant industry regulations, standards, and quality requirements.

SKILLS AND EXPERIENCE

The successful candidate will possess the following traits and skills:

- A high degree of professionalism.
- A high capacity for organization and attention to detail.
- Excellent written and verbal communication skills. Bi-lingual English/Spanish preferred
- Knowledge of apples, pears, and cherries and a working knowledge of packing lines.
- Detailed knowledge of apple/pear/cherry grading and sizing.
- Detailed knowledge of specific requirements of customers.
- Detailed knowledge of packaging operations and costs involved.
- Proficient with Microsoft Office Suite and other commonly used programs.
- Proficiency in Highjump and Famous systems preferred.
- Ability to switch easily between tasks; able to handle interruptions.
- Ability to engage team members and management in a productive, effective manner.
- A can-do attitude—willing to take on any work to get a job done for the team.
- A demonstrated ability to see what needs to be done and take the initiative.
- History of exceptional judgment and doing what's right in every situation. He/she must be fair and honest in dealing with employees, suppliers, and customers upholding the Mission, Vision, and Values of Sage.
- Exceptional interpersonal skills and self-motivated with integrity and character required.
- Physical ability to lift and carry 45 lb boxes of fruit and or fruit samples.

SALARY AND BENEFITS:

- Starting pay range \$60,000 to \$65,000 annual salary / DOE
- 401K, Medical/Vision/Dental, Paid Vacation