

Heron Botanicals, located in Kingston, Washington, is currently hiring. Please see below for full job description. Please send cover and letter to office@heronbotanicals.com

Job Title: Quality Assurance/Quality Control Manager

Primary Purpose

Oversight of staff and tasks associated with quality control or data, records, procedures, and processes at Heron Botanicals to ensure the quality of all finished products. Requires close coordination with the regulatory manager.

Immediate Supervisor: General Manager

Schedule

Flexible within typical office hours (Tues-Fri), depending on availability, employment status, and labor needs. Weekends and holidays off.

Employment status: Full-time; permanent. May be FLSA non-exempt, hourly, or salary, as negotiated at hire.

Performance Review Schedule:

3 months and annually thereafter in November (all with wage reviews).

Compensation Package

Pay Range: \$20+/hr, or salary equivalent, DOE.

Healthcare: Medical and dental insurance per company policy.

Paid Leave: vacation and sick leave per company policy.

Paid Holidays: New Year's Day, Memorial Day, Juneteenth (volunteer day), July 4,

Labor Day, Thanksgiving and the day after, Christmas and Christmas Eve, New Year's Eve, and birthday.

Product discounts (for self, friends and family).

Potential to cover costs for approved continuing education.

Job Requirements

Education:

Bachelor's degree or higher in an applicable field.

Prior knowledge of dietary supplement industry and GMP procedures, herbal products and processes, laboratory processes, and/or botanical identification using analytical methods.

Skills:

- Rigorous attention to detail.
 - Strong organizational and communications skills.
 - Technical writing
 - Strongly self-motivated; able to independently complete a wide variety of tasks
- Experience through education or on-the-job application demonstrating critical thinking and statistical reasoning

- Basic knowledge of botanical products, including Latin binomial of common Eastern and Western herbs.
- Ability to navigate in both Windows and Mac operating systems.
- Prior customer service, sales and/or bookkeeping experience are helpful.
- Interest in microbiology
- Knowledge of and ability to perform laboratory tests a plus

Physical Requirements:

Requires regular use of a computer and occasional light lifting.

General Job Description

The QA/QC manager oversees and performs the operations and activities used to fulfill requirements for quality acting as primary PCQI within Heron Botanicals. The QA/QC manager works with the regulatory manager to keep the facility and its operations within compliance with cGMP standards/regulatory compliance.

- The QA/QC manager is responsible for overseeing the quality system during day-to-day operations of Heron Botanicals. Primary responsibility is ensuring cGMP compliance of facility and operations including:
 - Quality assessment of raw materials, components, and finished products
 - Generation and approval of controlled Quality Department documents
 - Oversight of all processes and procedures related to production, storage packaging, and labeling of raw materials and dietary supplements
 - Performing self-directed and delegated tasks related to ensuring quality and safety

The QA/QC manager must develop an intricate working knowledge of all Heron Botanicals procedures to maintain cGMP standards/regulatory compliance and is responsible for oversight and maintenance of the following record-keeping systems.

- Master Manufacturing Records
- Production records
- Incident Reports, Adverse Events and Serious Adverse Events
- Material Review and Disposition Decisions
- Analytical lab reports and testing records
- Receiving and Holding

Duties

ONGOING:

- Serve as PCQI under requirements of FSMA for manufacturing facilities handling food for human consumption
- Develop a cooperative relationship with all departments while preserving autonomy
- Maintain supplier and supply-chain qualification system, conduct risk assessments and audits as needed
- Review and approve or reject each completed batch of finished product.
- Review and approve or reject all non-botanical components for use in dietary supplements

- Perform analytical testing (macroscopic, microscopic, organoleptic analysis) of raw herbal materials and finished extracts.
- Develop raw material and finished product specifications as needed.
- Investigate, document and resolve any deviations from established product specifications and procedures, issue material review and disposition decisions
- Track OOS and OOT results and conduct root-cause analysis
- Generate and review production-related documents (master manufacturing records, botanical test records, deviation and material review reports, etc.)
- Investigate and document incidents involving day-to-day operations
- Review and report safety concerns, adverse events and serious adverse events
- Maintain quarterly inventory documents and assist with inventory and end-of quarter duties
- Conduct sanitation verification through an established Environmental Monitoring program
- Oversee production equipment calibration, maintenance, and employee safety