



## Handling Certification Manager Position

Are you an experienced organic certification professional ready to take on a leadership role? **NOFA-NY** is seeking a **Handling Certification Manager** to join our dynamic team. This is an exciting opportunity to contribute to the advancement of organic agriculture and ensure the integrity of organic certification processes.

### POSITION SUMMARY

The Handling Certification Manager leads and manages all aspects of their department, ensuring efficient operations, effective team management, and high standards of client service. This role is responsible for overseeing staff, managing workflows, and ensuring the development and implementation of systems that support both internal processes and the client journey. The manager plays a key role in complex certification tasks, recruitment efforts, policy development, and certification metrics monitoring to identify growth opportunities.

### Key Responsibilities:

#### Leadership & Team Management

- Provide strong leadership and supervision to the team, ensuring that individual and departmental goals are clearly defined, met, and aligned with organizational objectives.
- Manage the certification workflow and oversee the progress of applications (new, renewals, surrenders, withdrawals, and determination letters). Coordinate with the inspection team to ensure files are processed promptly and actions such as Notices of Noncompliance (NONCs) and Determination Letters (DLs) are responded to in a timely manner.
- Foster a positive and collaborative team culture, conducting regular performance reviews, mentoring staff, and providing professional development opportunities.
- Set team and individual goals, monitor performance metrics, and ensure continuous improvement within the department.
- Perform annual reviews of staff and 90 day reviews for new hires.

#### Operational & Strategic Management

- Develop and implement systems that enhance the client journey, from initial inquiry through certification. Continuously assess and refine systems to increase efficiency and support client satisfaction.
- Ensure smooth and effective department operations by monitoring certification workloads, managing resources, and streamlining workflows. Anticipate and address potential bottlenecks to maintain service excellence.
- Work closely with the Certification Director to formulate strategies for client retention and growth. Assist in the development and execution of client recruitment plans and actively engage with potential new clients.

### **Policy, Procedure, and Compliance**

- Take a leadership role in the development and updating of policies and procedures related to the teams' work, ensuring compliance with regulatory bodies.
- Conduct reviews, as needed, to support program goals, including making final certification decisions where required.
- Stay informed on organic industry standards, trends, and regulatory changes, ensuring continuous learning for both you and your team. Identify and deliver relevant training to ensure department staff stay up to date on industry practices.

### **Client & External Relations**

- Serve as a representative of NOFA-NY in external activities, including ACA meetings, trade shows, and other industry events. Promote NOFA-NY and strengthen partnerships within the organic industry.
- Assist in developing and delivering public-facing educational materials and presentations to improve client understanding and awareness of certification processes.

### **Certification Audits and Documentation**

- Manage the issuance of import/export documentation and perform supply chain audits, where applicable.
- Assist in preparing for and participating in internal and external audits to ensure department compliance with all accreditation requirements.
- Collaborate with the Quality and Accreditation Manager to design and deliver staff training to meet quality and accreditation standards.

### **Additional Duties**

- Facilitate department meetings, ensuring agendas are followed and topics are discussed in a structured and efficient manner.
- Handle complex client interactions, including mediations, as necessary.
- Collaborate with senior leadership on department budgeting and resource planning, ensuring efficient use of department resources.

### **REQUIRED SKILLS & EXPERIENCE:**

- 5+ years certification experience with extensive knowledge of the handling scope.
- Computer competency in word processing, formatting, databases, and email. Microsoft Outlook, Word, and Excel. Comfort using a computer for multiple hours at a time.
- Excellent communication skills in writing, on the phone, and in person. Excellent spelling, grammar, and sentence structure.
- Ability to organize, monitor, and track numerous activities with competing deadlines.
- Ability to work with and lead a team of people.
- Ability to multi-task in a busy environment with a high workload.
- Ability to independently solve problems under pressure.
- Strong attention to detail.
- Willing to work occasional irregular hours and travel as needed.

### **PREFERRED ADDITIONAL QUALIFICATIONS:**

- IOIA Organic Inspector training or equivalent experience.

- Audit training for food quality production systems or related field.

**Position Type and Expected Hours of Work:**

This is a full-time, non-exempt, remote position working Monday through Friday, 40 hours per week with occasional, approved overtime. This position includes a comprehensive benefits package. Benefits include medical, dental, and vision coverage, life insurance, a 403(b)-retirement plan, and access to an Employee Assistance Program (EAP), as well as generous paid holidays and unlimited vacation time.

NOFA-NY offers a collaborative and flexible work environment. The hourly rate for this position is between \$26-\$32 per hour.

Interested and qualified candidates are invited to email a resume and cover letter to: [hr@nofany.org](mailto:hr@nofany.org)

***NOFA-NY is an equal opportunity employer and does not discriminate on the basis of race, color, religion, gender identity, sexual orientation, national origin, age, disability, genetic information, or any other protected class. We encourage applicants from diverse backgrounds to apply. NOFA-NY is committed to centering racial equity in our organization and in our advocacy work. Please visit NOFA-NY's website to read our Equity Statement [here](#).***