

## Quality & Technical Documentation Specialist

iTi Tropicals, the leading supplier of tropical and exotic fruit juice concentrates and purees in North America, seeks a bright, energetic and detail-oriented person to work in our Quality Group. We are looking for a team player with excellent communication skills and the ability to multi-task while paying strict attention to detail.

The Quality & Technical Documentation Specialist is responsible for updating, maintaining and tracking critical technical documentation in compliance with applicable FSMA regulations regarding fruit juices, concentrates and purees that are a part of iTi Tropicals product portfolio. This position is also responsible for logging, tracking, reviewing and responding to written customer technical inquiries. Job responsibilities include but are not limited to support of complaints process, continual update and maintenance of quality tracking systems, and support of various verification activities including but not limited to review and approval of food safety documentation, certificates of analysis and laboratory results.

### **Position Responsibilities:**

- Update and maintain technical documentation, track changes, and maintain supplier, warehouse and carrier documents year over year in a systematic fashion to facilitate ease of use and identification.
- Log in and track progress on technical requests from customers. Review, assess and respond to written technical requests.
- Maintain and update quality tracking systems for expiration dates of important processor documentation i.e. Kosher, Organic, HACCP, social audits, GFSI audits, etc.
- Support and assist quality verification activities including but not limited to review and approval of food safety documentation, certificates of analysis and lab testing results.
- Support and track the annual quality product specification review.
- Support and assist complaints process as needed.
- Other responsibilities as assigned.

### **Qualifications:**

- Associates or Bachelor's degree in a Science based field.
- 1-3 years' experience in related field preferred (quality assurance, safety, regulatory, documentation control, etc.).
- Attention to detail and strong organization skills essential.
- Effective verbal and written communication skills.
- Advanced proficiency in Microsoft Office products including Excel, PowerPoint, and Word.
- Other essential skills include time and task management, organization and planning strategies, strong interpersonal skills and effective verbal and written communications.

iTi Tropicals offers a friendly, progressive work environment, a competitive base salary along with an incentive plan and a comprehensive benefits package including health, dental, vision and life insurance as well as a 401K with company match.