



Position: Director of Quality Assurance

Classification: Exempt

Family-owned for nearly 100 years, Miller Baking Company has been committed to crafting great tasting baked goods with honest ingredients. Today, we bake Pretzilla® Soft Pretzel Bread, a brand of soft pretzel buns and bites that is drawing fans across the country and experiencing significant year-over-year growth. We combine great products with our core values of teamwork, integrity, courage, and curiosity to create an environment with opportunities to make a positive impact and personally develop.

SUMMARY: Reporting to the COO, the Director of Quality Assurance is responsible for all of Miller Baking Company's delicious products meeting high quality standards, in a safe and clean environment. The Director of Quality Assurance will ensure product quality by creating product specifications, monitoring standard operating procedures for compliance and training the manufacturing team in the areas of GMP, SOP, SQF, safe work practices, and sanitation best practices and procedures.

This position is located primarily at 9009 N 51st St. Brown Deer, WI 53223, with responsibility for an additional facility located at 8313 N Steven Rd, Milwaukee, WI 53223.

WHAT YOU'LL DO:

- Support, demonstrate and promote company core values: Teamwork, Integrity, Courage & Curiosity
- Enforce plant and company safety programs, promoting and maintaining a high level of awareness and adherence to defined employee safety requirements and procedures while performing work activities.
- Continuously seek improvements to all company regulatory and safety programs, and manage work as assigned.
- Hire, lead, and develop the Quality Assurance and Sanitation teams to achieve organizational goals.
- Implement food safety, quality, sanitation and personal safety standards to meet audit and regulatory compliance.
- Investigate, respond to, and drive resolution of customer complaints and concerns, including tracking and reporting.
- Serve as the primary contact for regulatory, customer, and SQF audits.
- Manage the Master Sanitation Schedule and Pest Control programs.
- Track and report against standards, driving continuous improvement in product and process.
- Assure label compliance of all products.
- Support product troubleshooting and optimization through data analytics.
- Provide guidance to new product development regarding food safety and label content and regulatory requirements.
- Provide technical support and expertise to in the areas of Production, Quality, Food Safety, Complaint resolution and other functions.
- Utilize external resources, including suppliers, to support continuous improvement of products and processes.

WHAT WE'RE LOOKING FOR:

- Bachelor's Degree in a related field, or equivalent experience.
- 8+ years of progressively responsible experience in commercial baking with a proven track record of achievement.
- Strong knowledge, understanding, and application of food safety, HACCP systems, USDA/FDA regulatory requirements; sanitary design of equipment/facility.
- Advanced time management skills and ability to multi-task with different priority and task levels.
- Strong technical skills (Office Suite, Baking Equipment, etc)
- Adaptable communication skills to work with cross-functional teams and stakeholders at all levels, including externally.



WORK ENVIRONMENT:

- This job operates in both a professional office environment as well as the manufacturing plant with varying temperatures. This role routinely uses standard office equipment such as computers, phones, photocopiers, filing cabinets and fax machines.
- While performing the essential functions of this position, the employee is regularly required to talk and hear. This position requires standing, walking, bending, kneeling, stooping, crouching, crawling, and climbing in environments with varied temperatures. This position requires frequent pulling, carrying, and lifting up to 50 lbs.

OTHER DUTIES:

- Please note this job description is not designed to cover or contain a comprehensive listing of activities, duties or responsibilities that are required of the employee for this job. Duties, responsibilities and activities may change at any time with or without notice.

WHY WORK AT MILLER BAKING COMPANY?

We are a profitable, growing organization with products that consumers love! Our business and reputation are rooted in quality and service, important values we'll maintain as we plan our exciting trajectory of continued growth. We offer a competitive salary and great company benefits, including a casual dress code. We also offer health, vision, and dental insurance, and a 401k with company match.

Miller Baking Co. is an equal opportunity employer. All applicants will be considered for employment without attention to race, color, religion, sex, sexual orientation, gender identity, national origin, veteran or disability status.

Employee signature below constitutes employee's understanding of the requirements, essential functions and duties of the position.

Employee: _____ Date _____

Manager: _____ Date _____