Certification Coordinator - Handling

NOFA-NY Certified Organic, LLC is hiring a full-time Certification Coordinator to start ASAP.

The Certification Coordinator-Handling is responsible for the intake and flow of certification applications through the handler certification process. The Certification Coordinator must ensure that an application is complete, and monitor its progress through the entire certification process.

Responsibilities:

- Receive, review and process incoming certification applications for completeness consistent with NOFA policies and procedures.
- Respond to inquiries regarding the certification process, send out applications, and provide resources and support to farmers as needed.
- Input and update all necessary information in the appropriate database files as well as the paper file.
- Answer phone calls in a clear, concise, courteous manner.
- Monitor mail and email to ensure requested information is received in a timely manner and is processed appropriately.
- Collect and process Determination Letter responses and Noncompliance documentation. Review administrative Noncompliances and simple determination notices.
- Perform the annual mailing of applications for renewal, and other producer communication and mailings as necessary.
- Attend office trainings and meetings, Field days, shadow inspection, NOFA-NY annual conference, vendor events, and IOIA inspector training.
- Send files to inspectors and monitor receiving completed inspection reports back from inspection. Update inspector with any certification changes while file is with inspector. Correspond with inspectors as needed.
- Support Certification Manager by:
    - Prioritization of work
    - Training support staff
    - Completing additional duties and special projects as requested

QUALIFICATIONS

- Associates degree in a related field, or 1-3 years' experience in related field.

- Excellent organizational skills and attention to detail. Good writing and communication skills.
- Good computer skills including a working understanding of database programs, word processing, and email systems.
- Able to respond decisively, accurately, confidently, and courteously to client inquiries.
- Knowledge of organic farming or certification, and familiarity with production systems, including vegetable, livestock, and dairy and fruit production is desirable.
- Willing to work occasional irregular hours and travel as needed.

This is a full-time position (40 hours per week) and 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 vacation time.

NOFA-NY offers a collaborative and flexible work environment. The hourly rate for this position is $21.

Interested and qualified candidates are invited to email a resume and cover letter to: 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 iscommitted to centering racial equity in our organization and in our advocacy work. Please visit NOFA-NY's website to read our Equity Statement here.