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| **Department:** | Organic Services | **Reports to:** | Organic Certification Team Leads |
| **Last Updated:** | March 24, 2025 | **Direct Reports:** | None |
| **Salary Range:** | $50,000 - $63,500 annually | **FLSA Status** | Exempt |

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| **JOB SUMMARY:** |
| Perform organic certification activities and client communications from initial client contact, through application review and final certification decision, including handling compliance and enforcement issues. |

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| **ESSENTIAL DUTIES and RESPONSIBILITIES:** |
| 1. Understand, be able to analyze, and consistently apply the National Organic Standards and MCIA policies. 2. Possess and exercise knowledge of the organic certification rules formalized by the USDA National Organic Program. 3. Provide excellent customer service while upholding regulatory requirements in the client’s chosen method (e.g., email, printed letters, phone communications), as appropriate. 4. Explain certification requirements in language clients can understand. 5. Prepare and distribute organic certification application materials to new and renewing clients. 6. Review organic system plans for compliance with certification requirements. 7. Exercise consistent discretion and judgment in evaluating inspections and making final organic certification decisions. 8. Utilize adequate analytical and math skills to evaluate audits. 9. Prepare and distribute files, background information, and other support materials to organic inspectors to ensure inspections are completed at appropriate times. 10. Evaluate inspection reports for compliance with constructive feedback. 11. Issue noncompliance and adverse actions. 12. Maintain appropriately detailed and up-to-date records of organic certification activities by updating database, electronic records, and hard copy files, as applicable. 13. Establish deadlines and monitor certification progress to ensure adherence to timelines. 14. Contribute to ongoing organic program improvement through form modifications, certification process streamlining, and other program enhancements. 15. Promote MCIA organic certification services through participation in outreach activities to the organic industry including development of promotional pieces and attendance at industry events. 16. Complete training requirements as assigned. 17. Perform miscellaneous other duties as required. 18. Actively participate in meetings and discussions. 19. Ability and willingness to learn and grow in a diverse, fast paced, and rapidly changing industry. 20. Perform work with honesty, integrity, and willingness to admit and fix mistakes. |

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| **ADDITIONAL DUTIES and RESPONSIBILITIES, AS ASSIGNED:** |
| 1. Understand and be able to apply the National Organic Standards and MCIA policies as an inspector. 2. Prepare, distribute, and/or submit seasonal/annual reports to organic clients and regulatory agencies. 3. Evaluate inputs for compliance with certification requirements. |

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| **QUALIFICATIONS:** |
| **Minimum Qualifications** |
| * High school diploma or GED required. * Two years of inspection or production experience in agriculture or food industry. * Valid driver's license. * Reside within the MCIA service area with at least occasional travel to the MCIA office in St. Paul. |
| **Preferred Qualifications** |
| * B.S. in agriculture or business or related field. * Completion of formal organic inspector training. * Three years’ experience in organic inspection and/or certification. |

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| **SKILLS/PHYSICAL DEMANDS** |
| * Highly accurate, efficient, and detail oriented. * Strong interpersonal communication skills including spoken and written. * Excellent organizational skills. Ability to track and adhere to numerous deadlines. * Strong computer skills including reasonable typing proficiency, and solid working knowledge of Microsoft 365. * Handle confidential information with great sensitivity, good reasoning abilities, and sound judgement. * Ability to work with limited supervision, highly self-motivated. * Ability to know when to ask questions. * Ability to multitask and prioritize tasks on a regular basis. * Familiarity with organic systems in crops, livestock, and/or food processing. * Willingness to travel. * Promote and ensure excellence in customer service. * Promote good work ethics, positive attitude, and a teamwork environment. * Ability to work for long periods on a computer. * Ability to solve problems. |