

# Quality Control Technician

Reports To: Quality Control Manager

Department: Safety & Quality

Origin Date: 08/01/12

Revised Date: 01/29/23

## **JOB SUMMARY:**

The Quality Control Technician position must possess good decision making and prioritization skills. In order to be proficient in this position, individuals must complete Dakota Specialty Milling's comprehensive training program. Our QC Tech training program details how to produce a safe and reliable product in accordance to our customer's specifications. The QC Technician will also audit and inspect the personnel and the facilities of DSM to secure our food safety programs are followed. Qualified individuals are also competent in all food safety, OSHA, and manufacturing procedures.

Employees of DakotaMB believe in always doing the right thing for our customers and each other. Strong communication skills ensure we are always working towards a common solution to the challenges of the day. A growth mindset and innovative thinking are essential for assisting co-workers and external stake-holders with their needs. Members of our Operations team collaborate both internally with our employees and externally with our vendors and customers to achieve common goals. A passion to be the best is what is needed for a successful career at DakotaMB.

## **ESSENTIAL FUNCTIONS:**

### **1. General Duties**

- a. Responsible for collecting and performing tests on raw material, in process, and finished product samples.

Tests including but not limited to:

- |                           |                                |
|---------------------------|--------------------------------|
| i. Visual inspection      | vii. Gluten testing            |
| ii. Density/test weight   | viii. Grain acceptance testing |
| iii. Moisture analysis    | ix. Protein analysis           |
| iv. Thickness             | x. Falling number              |
| v. Particle size analysis | xi. Picking analysis           |
| vi. Mycotoxin testing     | xii. Cook test                 |

- b. Understand and follow Standard Operating Procedures within laboratory.
  - i. Comply with the DSM Standard Laboratory Procedures (SLP) assessments.

- ii. Assist with updating and maintaining SOPs.

## **2. Documentation and Record Keeping**

- a. Generate documentation and inspection of materials to satisfy product shipments.
  - i. Ensure the Certificate of Analysis corresponds with each lot received.
  - ii. Data entry and review of information into internal program throughout shift.
  - iii. Visual inspections of incoming ingredients and outgoing shipments and packaging as necessary.
  - iv. Ensure products meet pre-shipment requirements.
- b. Perform inspections:
  - i. Pre-operational/start up inspections
  - ii. Monthly inventory inspection and sampling
  - iii. Foreign material inspection and monitoring
  - iv. Metal detection inspection and monitoring
  - v. Ingredient picking investigation
  - vi. Promptly communicate any deficiencies noted.
- c. Have knowledge of various grains used in milling and blending process.

## **3. Teamwork, Efficiency, and Safety**

- a. Serve as an alternate to all DSM QC Technicians.
- b. Ensure the daily functions to maintain all food safety objectives and The SQF Code are followed.
  - i. Enforce Safe Quality Food (SQF) procedures.
  - ii. Actively promote and participate in all elements of safety program.
- c. Work to continually improve the laboratory area equipment and processes.
  - i. Maintain lab equipment and notify supervisor of supply needs.
- d. Work continuously in a fast paced environment as changes with production occur.
- e. Aid in achieving key departmental goals and objectives through a high level of performance.
  - i. Assist with projects and test runs as needed.
  - ii. Monitor and enforce Good Manufacturing Practices as necessary.
- f. Perform additional tasks as directed by QC Manager and/or VP of Safety & Quality.

## **QUALIFICATIONS:**

1. Experience in a food manufacturing facility preferred.
2. Knowledge of quality control or relevant laboratory experience preferred.
3. Awareness of Food Safety, SQF, or HACCP training preferred, but not required.
4. Basic computer skills including use of Microsoft Office required.

## **SUPERVISORY RESPONSIBILITIES**

This position has no direct reports.

## **BEHAVIORS**

1. **Smart:** Astute and Perceptive
2. **Experienced:** Knowledgeable and Trained
3. **Focused:** Understands and Comprehends
4. **Motivated:** Inspired and Driven
5. **Genuine:** Authentic and Sincere
6. **Passionate:** Spirited and Excited
7. **Harmonious:** Friendly and Balanced
8. **Energetic:** Dynamic and Active
9. **Skillful:** Proficient and Adept
10. **Responsible:** Punctual and Earnest
11. **Ethical:** Honest and Moral
12. **Accountable:** Answerable and Liable
13. **Informative:** Instructional and Observant
14. **Fearless:** Confident and Courageous
15. **Imaginative:** Inventive and Creative
16. **Optimistic:** Encouraged and Encouraging
17. **Logical:** Rational and Sensible
18. **Resourceful:** Talented and Capable
19. **Humble:** Respectful and Modest
20. **Appreciative:** Supportive and Sympathetic
21. **Cooperative:** Collaborative and Coordinated
22. **Hungry:** Eager and Enthusiastic
23. **Safe:** Protective and Secure
24. **Professional:** Accomplished and Consummate

## **COMPETENCIES**

1. **Attention to Detail:** The individual demonstrates accuracy, thoroughness and monitors own work to ensure quality.
2. **Communication:** The individual must be able to work with production department and communicate product situations in real time.
3. **Problem Solving:** The individual identifies and resolves problems in a timely manner, gathers and analyzes information skillfully.
4. **Exercises Judgment:** The individual must be able to exercise independent judgment and discretion on matters of significance to the running of finished goods and has the authority to discontinue production if product is out of customer specifications.

5. **Planning and Organizing:** The individual prioritizes and plans work activities and uses time efficiently.
6. **Interpersonal Skills:** The individual works effectively and relates well with others including superiors, colleagues, and individuals inside and outside the company; exhibits a professional manner in dealing with others and works to maintain constructive working relationships.
7. **Adaptability:** The individual adapts to changes in the work environment, manages competing demands and is able to deal with frequent change, delays or unexpected events.
8. **Dependability:** The individual is consistently at work and on time, follows instructions, responds to management direction and solicits feedback to improve performance.
9. **Integrity:** The individual possesses high ethical standards and expects the same from all others in the organization.
10. **Dedication:** The individual is committed to achieving results under demanding time frames.
11. **Organizational Support:** The individual follows policies and procedures; supports organization's Mission and Core Values.

## PHYSICAL REQUIREMENTS

1. **Sitting:** Must be able to remain in a stationary position 20% of the time.
2. **Standing/Walking:** This position needs to occasionally move or traverse throughout offices, warehouses, and production areas in all facilities 80% of the time.
3. **Lifting:** Occasionally will lift up to 50 pounds of finished product and reposition to in a near-by area.
4. **Climbing:** Occasionally ascends/descends ladders to inspect equipment or enter areas of necessary attention.
5. **Stoop, Kneel, or Crouch:** Occasionally positions self to address areas of concern.
6. **Talk/Hear:** Frequently communicates with personnel and pays attention to areas of concern and danger.
7. **Sight:** Must be able to identify, assess and recognize areas of concern, observe personnel for auditing, inspect production lines.

## WORKING ENVIRONMENT

While in production and warehouse areas, this individual will frequently be exposed to grain dust. Noise protection is required in designated areas of production. This position will frequently be working in a sheltered and climate controlled environment. This position may require working multiple shifts while servicing customers or working with DSM production personnel.

Signature \_\_\_\_\_ Date \_\_\_\_\_