

Job Title: SPECIALIST QUALITY ASSURANCE – GIANT FOOD

Go to www.giantfood.com/careers/ Click on "Full Time" under "Apply for support office positions". Then "Search Openings". Type in "Quality Assurance" in Keyword box. Click "Search".

Position Description:

Giant Food is a market-leading division of Ahold-Delhaize with 166 supermarkets serving Customers in Maryland, Virginia, Delaware and Washington D.C. Quality Assurance (QA) Specialists perform unannounced food safety and sanitation audits in Stores to ensure compliance with Company standards and all applicable federal, state and local food safety regulations. This process is performed to ensure Stores are fully compliant to policies and regulatory requirements in order to protect public health and reduce risks associated with food borne illness. QA Specialists work closely with Store Operations Team members to provide clean stores, quality food and safe food handling operations. The position must be available to provide emergency response support during unanticipated events such as power and refrigeration failures, fires, floods and municipal water supply interruptions to ensure public health and the retail food supply is protected. A QA Specialist spends most days traveling to stores and conducting audits and training – there is very little office time. This position reports directly to Giant Food Director of Food Safety & Quality Assurance.

Position Location: Mainly Virginia (Fredericksburg to Northern VA, west to Charlottesville), also parts of Maryland surrounding and including Washington D.C.

Primary Responsibilities:

- Perform unannounced food safety audits of Stores, 3rd party food vendors and supplier partners to ensure conditions are in compliance with FDA, USDA, State and local food safety regulations and to company standards and policies. Communicate audit results as directed and assist Store Management in the development and implementation of effective corrective action plans.
- Perform on-the-job training with Store Management, Department Managers and key Associates on violations found during inspections and direct Management regarding suitable solutions, re-enforcing safe food handling practices and corrective actions for violations.
- Provide emergency response and support to Store Operations during crisis events that may threaten the safety of our Customers or the public's perception of our Stores. This includes but is not limited to power/refrigeration outages, municipal water loss, boil water orders, natural disasters, fire, food borne illness investigations, pest/rodent issues and regulatory activity.
- Attend weekly District Sales/Operations meetings to report on status of Store food safety, sanitation and product quality programs, regulatory issues and corporate initiatives as they pertain to food safety policies/procedures.
- Manage pest control program in assigned areas. Work directly with licensed pest control vendors, Store Team and other stakeholders to quickly eliminate any pest activity.
- Conduct product recall effectiveness checks at Stores with particular focus on Class 1 recalls to ensure execution of product recall policies.
- Assist with conducting formal food manager certification training classes to Division/Store Management and key Department Managers. Monitor completion of store-level computer-based food safety training courses.
- Perform follow-up activities associated with food safety/product quality Customer complaints or regulatory inspections to ensure appropriate corrective action is initiated; follow-ups may be accomplished through store visits to investigate the root cause of the issue, product examination, etc.
- Develop and maintain professional relationships with regulatory authorities. Attend industry and regulatory association meetings representing Giant Food and Ahold-Delhaize.
- Assist with monitoring compliance with corporate Sustainable Retailing Programs – food bank donations, recycling programs and community partnerships.
- This position is responsible for protecting sensitive customer, associate and company information by: maintaining an understanding of company information security practices and controls; adhering to information security policies; ensuring the proper use of sensitive information; ensuring that vendors for whom the incumbent is responsible adhere to Ahold-Delhaize policies; and reporting policy violations or information security breaches.

Essential Skills/Qualifications, Education and Experience:

- Bachelor's degree in public health or food/life science.
- 2-4 years of experience in food safety, product quality or food/health inspections.
- Fundamental knowledge of food safety and food-related regulations (FDA, USDA, Weights & Measures) and pest control.
- Must be a self-starter with excellent planning/organizing, leadership and management skills.
- Ability to analyze data and/or problems and develop realistic solutions. Gain support for execution of programs, policies and corrective actions.
- Must have ability to conduct formal and informal training to include classroom, one-on-one and small group training sessions.
- Have excellent verbal and written communications skills – ability to communicate to all levels of Store and Corporate Associates as well as Customers.
- Possess basic computer skills – Email, Word, Excel, Power Point, Google documents, etc.
- Valid driver's license required. Ability to do limited overnight travel when necessary.