



A Fresh Approach To Great Results.

Compass Group, The Americas Division is the nation's largest contract foodservice and hospitality provider, with over 160,000 associates throughout the United States, Latin America, and Canada and revenues of \$7.7 billion. Our vision for success is a powerful one – to continue to rise above the competition in every aspect of our business – from leading-edge technology, to purchasing, to foodservice, to catering and vending. That kind of commitment commands only the best, and it's our **great people** providing **great service** that generates our **great results**. In turn, it's important to us that our talented employees be given the proper resources to achieve their fullest potential. Play a key role in our future success:

JOB TITLE: Supplier Quality Specialist

LOCATION: Charlotte, NC

Job Description

This position is part of the Supplier Quality Support team, and provides technical, analytical, and administrative support to the Quality Assurance Department's supply chain diligence programs. Primary responsibilities include supplied product defect complaint response and investigation, product recall and market withdrawal monitoring and support, and Opportunity Buys category product review and approval. This is an office-based position in Charlotte NC at the North America headquarters of Compass Group.

Recipe to Succeed:

- Respond to and investigate supplied product complaints, including supplier engagement and investigation. Ensure appropriateness of supplier corrective actions and responses. Report on findings and conclusions. Identify opportunities for product, packaging, and labeling improvements to advance Compass Group product safety, quality, and operator ease of use
- Coordinate lab analyses and examinations as needed and appropriate, and interpret results
- Monitor regulatory agency postings for product recalls, market withdrawals, advisories, and similar food safety alerts. Support determination of the need for associated internal business alerts and compose language. Monitor, measure, and report on supplier performance in execution of product recalls and market withdrawals
- Review Opportunity Buys category product offerings for fitness to utilize and certify/reject accordingly
- Conduct technical research as needed or as directed by Supplier Quality Manager or Senior Director of Quality Assurance
- Manage administrative activities associated with the Quality Assurance Department information system with regard to supply chain diligence programs
- Prepare tracking, trending, and exception and summary reports associated with department supply chain diligence activities
- Support Quality Assurance Department packaged food label development and compliance activities through data management and handling
- Support and participate in product cuttings as needed

- Work closely with department staff across supply chain support teams and field operations support teams, as well as with procurement group (Foodbuy) stakeholders and Compass Group operators
- Participate in team meetings and presentations to internal stakeholders
- Continuously improve job workflow, procedures, and tasks to increase efficiency and assure stakeholder satisfaction
- Other tasks and projects as assigned by the Supplier Quality Manager or Senior Director of Quality Assurance

Necessary Ingredients:

- BS degree in food science, food technology, food engineering, or a related science discipline REQUIRED
- Minimum of three years experience in Quality Control, Quality Assurance, Product Development, or procurements support, or laboratory experience. (Internships and summer employment in these areas may qualify towards experience.)
- One to two years of experience with FDA and USDA regulations and documentation requirements
- Good understanding of the domestic supply chain and industry quality and food safety standards. Global supply chain competency a plus
- Experience in conducting technical research
- Excellent analytical skills
- Technical acuity and confidence to act
- Excellent verbal and written communication skills. Strong reporting and technical writing skills
- Ability to multi-task in a fast-paced environment
- Excellent time management and prioritization skills
- Ability to engage internal stakeholders across multifunctional teams and external stakeholders through effective communication and compelling arguments
- Intellectual curiosity a must
- Energetic, enthusiastic, and self-motivated
- Proficient in Microsoft office applications
- Good understanding of FDA and USDA labeling requirements. Experience with Genesis labeling software a plus
- Audit experience in manufacturing facilities and distribution centers a plus
- Ability to travel up to 15%

Great People. Great Service. Great Results.

At Compass Group, The Americas Division, our superior balance of efficiency and quality attract the highest caliber level of service our clients deserve. We retain the finest workers with a highly competitive compensation and comprehensive benefits plan. If you're looking for a career where you set the standard for personal advancement, then Compass Group, The Americas Division is for you! Working together, we will continue to experience success as the industry's best.

Achieving leadership in the foodservice industry

Compass Group, The Americas Division is a diversity growth-oriented organization. Our goal is to improve the quality of work life by using fair and consistent treatment and providing equal growth opportunities for ALL associates. EOE & AA Employer M/F/D/V

To apply please go to www.compassgroupcareers.com and search for job number AH10290702.