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| **Job Title:** Quality Assurance Field Specialist | **Location:** Corporate |
| **Department:** Quality Assurance | **FLSA**: Exempt |
| **Band:** Professional | **Job Last Reviewed:** April 2021 |

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**Job Summary**: The Quality Assurance Field Specialist will support food service and food safety activities at store level. Audit, mentor and coach store execution of established food preparation practices to promote safe, high quality food. Instructs and proctors Food Protection Manager Certification classes as scheduled.

**Principal Duties:**

* Audit, coach and articulate the importance of food safety and established product handling procedures during the execution of food service programs to store teams. Assess the proper execution of standards utilizing the Food Safety Risk Audit and compliance to food safety regulations.
* Audit, coach and articulate workplace safety standards and compliance to workplace regulatory standards. Audit, coach and articulate internal food quality criteria and standards.
* Participate and present food safety, product handling, FSRA updates, and quality assurance topics at AM/GM Meetings, and Store meetings.
* Support stores below standards using the Food Safety Risk Audit tools and guided self assessment. Partner with Area Managers and General Managers to review progress. Review store level action plans to improve and maintain standards.
* Consult with Area Managers, and Store Management Teams to ensure food safety and quality standards are maintained and proper food handling procedures are followed to support meeting profit goals and Brand standards.
* Coach managers and store associates to improve the execution of food safety, food quality and workplace safety processes. Provide information and answers questions raised by store management and associates.
* Provide support during “new product”, new equipment and new process pilot testing. This may include collecting of samples for laboratory testing as needed.
* Provide support and follow up on health department regulatory audits.
* Provide assistance to Marketing, Store Operations and other Corporate Departments during the roll out of Corporate Food Service Marketing, Equipment and Process Programs.
* Respond to food safety, sanitation and quality issues as directed by the Director of Quality Assurance, Risk Management and Safety and the Manager of QA Regulatory Compliance.
* Provide Food Safety support and guidance at Corporate or Regional special events involving food (such as Hoagie Day).
* Conduct Food Protection Manager Certification as scheduled, to include: registering the class, instruction of the material and proctoring of the examinations. All FPMC security protocols enforced when acting as an exam proctor.

**Essential Functions:**

* Ability to work well individually as well as in a team environment
* Excellent oral and written communication skills
* Excellent customer service skills
* Ability to work with little or no supervision
* Ability to travel daily for store audits and Servsafe training classes
* Detail oriented and strong organizational skills
* Strong analytical and problem solving skills
* Ability to handle multiple projects
* Excellent interpersonal skills
* Proven self-starter with demonstrated ability to make decisions
* Solid leadership skills
* Demonstrated abilities in coaching associates
* Valid driver’s license
* Knowledge of FDA Food Code

**Basic Qualifications:**

* Bachelor’s degree in a food safety, food science or related field preferred
* Three to five years related experience, regulatory or food industry background preferred
* Knowledgeable in food service management procedures, processes and techniques
* Current Certified Food Protection Manager by accredited agency such as Serv-Safe.
* Workplace Safety course certified