



Job Description Director of Quality Control

Job Title: Director of Quality Control
Reports To: Director of Roasting & Quality Control
FLSA Status: Exempt
Customary Work Days: Monday through Friday
Saturday & Sunday may be added as work level dictates.
Customary Work Hours: Varies based on workflow.
Hours are extended when work load is increased.

Position Summary

The Director of Quality Control is responsible for the Quality Control of Intelligentsia coffee products which includes: physical and sensory testing, investigation of deviations, monitoring of roasting specs, regular testing and evaluation of green, roasted, and brewed coffee quality. The Director of Quality Control manages the Intelligentsia laboratory and supervises all personnel in the department, including the Research and Development branch.

Duties & Responsibilities

- Monitor and evaluate quality of Green Coffee in inventory through regular sample roasting and cupping. Document and report all findings.
- Monitor and evaluate quality of Roasted Coffee through regular cuppings and tastings. Document and report all findings.
- Utilize and continue the development of Cropster Database in coordination with Lab tech. Ensure that Cropster is used for storing cupping records across all channels (including retail)
- Interact with Directors of Coffee at the retail stores to implement satellite QC programs.
- Ensure that all green coffee samples that arrive at Intelligentsia are graded, roasted, cupped, and logged according to proscribed standards.
- Ensure that all current quality standards are being met by Retail, Roasting, and Green Coffee.
- Manage R/D specialist position.
- Manage Lab Assistant position.
- Provide sample roasting and cupping services for Roasting and Green Coffee departments as needed.
- Manage the creation and
- Other duties as assigned.

Job Requirements

Education and/or Experience:

High School Diploma or General Education Degree (GED) required. Bachelor's Degree preferred.

AND

1-3 years experience in the specialty coffee industry, with an understanding of the full range of coffee quality and tests applicable to coffee evaluation;

AND

1-3 years experience in Quality Control / Quality Assurance;

AND

Coffee tasting experience is required. Some management experience is



preferred.

Qualifications:

To perform this job successfully, an individual must be able to perform each essential duty satisfactorily. The requirements listed below are representative of the knowledge, skill, and/or ability required. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

- Ability to maintain confidentiality in all matters.
- Capability to interface and maintain effective relationships with co-workers and customers.
- Detail oriented, logical, analytical and methodological approach to problem solving.
- Flexible, with the ability to work independently and with minimal guidance.
- Strong oral and written communication and presentational skills.
- Excellent interpersonal and customer service skills.
- Extensive coffee knowledge, laboratory experience, and cupping skills.
- Good computer skills with knowledge of Microsoft Excel and Access.

Language Skills

- Ability to read and speak English proficiently.

Physical Demands

The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

- While performing the duties of this job, the employee is regularly required to see, talk and hear.
- The employee frequently is required to stand, walk, sit; use hands to handle or feel; reach with hands and arms; and stoop, kneel, or crouch.
- The employee must regularly lift and/or move up to 75 pounds.
- At times, may require more than 40 hours per week to perform the essential duties of the position.
- Fine hand manipulation (keyboarding).
- Must be able to travel outside of the country as needed.
- Some travel required.

Work Environment

The work environment characteristics described here are representative of those an employee encounters while performing the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

- Office and warehouse environments. Not climate controlled.
- The noise level in the work environment is usually moderate.