

Certification Coordinator Assistant - Handling

NOFA-NY Certified Organic, LLC is hiring a full-time Certification Coordinator Assistant to start ASAP.



The Certification Coordinator Assistant in Handling is responsible for the intake and flow of certification applications through the handler certification process. He/she must ensure that an application is complete, and monitor its progress through the entire certification process.

Responsibilities:

- Answers phone calls and respond as required and refer to the appropriate staff member as needed. Makes a note of phone call/conversation and updates into database.
- Assist with responses to inquiries regarding the certification process, send out applications, and provide resources and support to farmers/processors as directed.
- Monitor mail and email to ensure requested information is received in a timely manner and is processed appropriately. Notify Coordinator of impending deadlines and action items.
- Participate in the annual mailing of applications for renewal, and other producer communication and mails as necessary.
- Assist in data entry, and input or other tasks as requested by Certification Coordinators including archiving of files as appropriate.
- Support Certification Coordinators to ensure appropriate customer service is maintained.
- Attend office trainings and meetings internally and externally - Field days, shadow inspection, NOFA-NY annual conference, IOIA inspector training.
- Support customer relations and sales at various events.
- Perform additional duties and work on special projects as requested including providing support to Certification Coordinators and Directors during peak periods.

QUALIFICATIONS

- Associate's degree in a related field, or equivalent experience of 1-3 years' experience in Agriculture.
- Knowledge of organic farming/processing or certification, and familiarity with production systems, including vegetable, livestock, dairy, fruit, food processing production as applicable is desirable.
- Excellent organizational skills and attention to detail. Good writing and communication skills.

- Good computer skills including a working understanding of data base programs, word processing, and email systems.
- Able to respond decisively, accurately, confidently, and courteously to client inquiries.
- Ability to take direction and ensure follow through.
- Show initiative in providing support.
- Willing to work occasional irregular hours and travel as needed.

This is a full-time (40 hours/week) position with benefits. Benefits include healthcare, dental vision, life and 403(b) as well as very generous paid holidays/vacation time. NOFA-NY offers a collaborative and flexible working environment. This position starts at \$21/hour and is non-negotiable.

Interested and qualified candidates are invited to email a resume and cover letter to:
hr@nofany.org

NOFA-NY is an equal opportunity employer and does not discriminate on the basis of race, color, religion, gender identity, sexual orientation, national origin, age, disability, genetic information, or any other protected class. We encourage applicants from diverse backgrounds to apply. NOFA-NY is committed to centering racial equity in our organization and in our advocacy work. Please visit NOFA-NY's website to read our Equity Statement [here](#).