

POSITION DESCRIPTION

Job Title: R&D Coordinator
Department: Procurement
Reports To: R&D Manager
FLSA Status: Hourly, Non Exempt
Travel: No
Approved By:
Approved Date:

Summary

The R&D Coordinator works within the Procurement Department and is responsible for the organization of raw material samples and contributing to the R&D process pertaining to raw material ingredients and product formulation. The R&D Coordinator works closely with the CEO, Executive Director of Procurement, R&D Manager, Compliance Coordinator, Purchasing Analyst, Procurement Specialist and Blending Supervisor.

Essential Duties and Responsibilities

The essential duties and responsibilities include the following. Other duties may be assigned.

- Oversees cleanliness, organization and stocking and filing of ingredients in the Herb Lab;
- Recording and maintenance of Specification sheets;
- Draws samples of ingredients as directed or required;
- Recording of sample intake;
- Recording of manufactured sample output;
- Recording of R&D labor expense and R&D spend for budgeting;
- Assists with pre-launch productions of new products and processes in collaboration with the Procurement and Production lead team members;
- Assists with Quality Control evaluation;
- Assists with formulation and reformulation recording;
- Assists with formulation scaling and cost recording;
- Assists with researching ingredients and appropriateness of use;
- Assists with maintaining Training Lab equipment and cleanliness;
- Responsible for being aware of and following all food safety protocols as required by Rishi Tea's food safety management system, as they relate to this position;
- And other duties and responsibilities as assigned.

Goals of Position:

- Excellent organization and tracking of ingredients and samples in the Herb Lab resulting in improved vendor communications regarding samples and transparency in sample feedback;
- 100% Specification sheets;
- Direct spend and expense insight into R&D through recording labor expense and spend;
- Continued innovation within raw material and product development R&D resulting in companies improved competitive edge and financial performance;
- Procurement insight and education achieved through research of ingredients;

POSITION DESCRIPTION

- Continued excellence in certification standards with ongoing improvement in processes related to quality and food safety.

Supervisory Responsibilities

No direct supervisory of an individual role, but supervises organization processes to ensure quality. Coordinate Corrective Action when it pertains violation of compliance in accordance with company standards of quality.

Sphere of Interaction

This position interacts and interfaces with the following roles and positions:

- This position interacts and interfaces directly with all departments within the company. Primary sphere of interaction is within Procurement.

Competencies

To perform the job successfully, an individual should demonstrate the following competencies:

- **Visionary Leadership** - Displays passion and optimism; Inspires respect and trust; mobilizes others to fulfill the vision; Provides vision and inspiration to peers and subordinates.
- **Change Management** - Develops workable implementation plans; Communicates changes effectively; Builds commitment and overcomes resistance; Prepares and supports those affected by change; Monitors transition and evaluates results.
- **Leadership** - Exhibits confidence in self and others; Inspires and motivates others to perform well; effectively influences actions and opinions of others; Accepts feedback from others; Gives appropriate recognition to others.
- **Business Acumen** - Understands business implications of decisions; Displays orientation to profitability; Demonstrates knowledge of market and competition; Aligns work with strategic goals.
- **Cost Consciousness** - Works within approved budget; Develops and implements cost saving measures; Contributes to profits and revenue; Conserves organizational resources.
- **Analytical** - Synthesizes complex or diverse information; Able to parse large amounts of data and distinguish the pieces with a large impact; Uses intuition and experience to complement data; Designs work flows and procedures; Employs logic when solving problems.
- **Customer Service** - Manages difficult or emotional customer situations; Responds promptly to customer needs; Solicits customer feedback to improve service; Responds to requests for service and assistance; Meets commitments.
- **Interpersonal Skills** - Focuses on solving conflict, not blaming; Maintains confidentiality; Listens to others without interrupting; Keeps emotions under control; Remains open to others' ideas and tries new things.
- **Oral Communication** - Speaks clearly and persuasively in positive or negative situations; listens and gets clarification; Responds well to questions; Demonstrates group presentation skills; Participates in meetings.

POSITION DESCRIPTION

- **Written Communication** - Writes clearly and informatively; Edits work for spelling and grammar; Varies writing style to meet needs; Presents numerical data effectively; Able to read and interpret written information.
- **Teamwork** - Balances team and individual responsibilities; Exhibits objectivity and openness to others' views; Gives and welcomes feedback; Contributes to building a positive team spirit; Puts success of team above own interests; Able to build morale and group commitments to goals and objectives; Supports everyone's efforts to succeed.
- **Ethics** - Treats people with respect; Keeps commitments; inspires the trust of others; Works with integrity and ethically; Upholds organizational values.
- **Organizational Support** - Follows policies and procedures; Completes administrative tasks correctly and on time; supports organization's goals and values; Benefits organization through outside activities; Supports affirmative action and respects diversity.
- **Strategic Thinking** - Develops strategies to achieve organizational goals; Understands organization's strengths & weaknesses; Analyzes market and competition; Identifies external threats and opportunities; Adapts strategy to changing conditions.
- **Judgment** - Displays willingness to make decisions; Exhibits sound and accurate judgment; Supports and explains reasoning for decisions; Includes appropriate people in decision-making process; Makes timely decisions.
- **Motivation** - Sets and achieves challenging goals; Demonstrates persistence and overcomes obstacles; Measures self against standard of excellence; Takes calculated risks to accomplish goals.
- **Planning/Organizing** - Prioritizes and plans work activities; Uses time efficiently; Plans for additional resources; Sets goals and objectives; Organizes or schedules other people and their tasks; Develops realistic action plans.
- **Professionalism** - Approaches others in a tactful manner; Reacts well under pressure; Treats others with respect and consideration regardless of their status or position; Accepts responsibility for own actions; Follows through on commitments.
- **Quality** - Demonstrates accuracy and thoroughness; Looks for ways to improve and promote quality; Applies feedback to improve performance; Monitors own work to ensure quality.
- **Adaptability** - Adapts to changes in the work environment; Manages competing demands; Changes approach or method to best fit the situation; Able to deal with frequent change, delays, or unexpected events.
- **Attendance/Punctuality** - Is consistently at work and on time; Ensures work responsibilities are covered when absent; Arrives at meetings and appointments on time.
- **Dependability** - Follows instructions, responds to management direction; Takes responsibility for own actions; Keeps commitments; Commits to long hours of work when necessary to reach goals. Completes tasks on time or notifies appropriate person with an alternate plan.

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.

Education and/or Experience

POSITION DESCRIPTION

Required:

- Associates or Bachelor's degree in Food Science, Culinary Arts or Nutritional Sciences;
- .5 years' experience in culinary setting or demonstrated acumen for depth of palette;
- Demonstrated technical expertise on scaling of formulas;
- Demonstrated technical expertise on profiling of ingredients;
- Basic background in food sciences;
- Basic knowledge and understanding of compliance procedures;
- Basic knowledge of business principles and processes and office protocol;
- Microsoft Operating System and Office Applications, including strong Excel skills;
- Ability to work independently and as part of a team;
- Self-motivated and demonstrated personal initiative;
- Highly effective and persuasive communication skills;
- Attention to detail;
- Time-management, prioritization and organizational skills;
- Adaptability;
- Observant, analytical, inquisitive and attentive.

Preferred:

- Demonstrated leadership experience;
- Quality Assurance, Culinary or Laboratory related experience;
- Experience with coffee, specialty food, wine or tea;
- Basic understanding of food manufacturing facility compliance procedures;
- Basic knowledge of manufacturing processes;

Language Skills

Ability to read and interpret documents such as safety rules, operating and maintenance instructions, and procedure manuals. Ability to effectively communicate details, concepts, analysis results, and substantiation via verbal or written mediums. Ability to speak effectively and present information before groups of customers or employees of the organization.

Mathematical Skills

Ability to add, subtracts, multiply, and divides in all units of measure, using whole numbers, common fractions, and decimals. Ability to compute rate, ratio, and percent and apply concepts to practical situations. Ability to read and interpret figures, graphs and plots. Ability to manage, organizes, analyze and decipher large amounts of data.

Reasoning Ability

Ability to apply common sense understanding to carry out written or oral instructions. Ability to deal with problems involving concrete variables in standardized situations. Ability to solve problems via a logical, analytic approach.

Computer Skills

POSITION DESCRIPTION

To perform this job successfully, an individual should have intermediate PC skills and proficiency with CRM tools, internet software, LinkedIn and Microsoft Office applications including Outlook, Word and Excel. Must have the ability to operate general office equipment including copier and fax machine.

Other Skills and Abilities

Ability to multi-task. Ability to work in a fast-paced environment. Strong time management and organizational skills. Ability to work under dynamic schedule constraints and consistently meet deliverable timelines.

Physical Demands

While performing the duties of this Job, the employee is regularly required to stand, walk, talk or hear. The employee is frequently required use hands to finger, handle or feel and reach above shoulders. The employee is occasionally required to stoop, kneel, crouch or crawl. The employee must frequently lift and/or move up to 25 pounds and must occasionally lift and/or move up to 50 pounds. Specific vision abilities required by this job include close vision, distance vision, color vision, peripheral vision, depth perception and ability to adjust focus.

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. While performing the duties of this job, the employee is occasionally in the outdoors exposed to moving vehicles and outside weather conditions. Employee will also be exposed to receiving areas, warehouses and store conditions. Personal Protective Equipment may be required when working in designated areas. The noise level in the work environment is moderate.