



October 2016

Customer and Regulatory Affairs Specialist

Michigan Milk Producers Association, a leader in Michigan's dairy industry, is seeking a Customer and Regulatory Affairs Specialist based out of our corporate office in Novi, Mi. Michigan Milk Producers Association is the 10th largest dairy cooperative in the United States with approximately 2,000 dairy farmer members in Michigan, Indiana, Ohio and Wisconsin.

Your Mission

This position will interface with Sales, Customers, Manufacturing plants, Supply Chain and other departments within the company. This position is responsible for assisting the Director Quality in coordinating the customer food safety and quality compliance activities.

Responsibilities (include but not limited to the following)

- Manage food safety and quality paperwork requests from customers.
- Complete Customer surveys and assessments.
- Act as resource to customers on Food Safety Modernization Act compliance.
- Insure conformance to specifications for all finished product.
- Facilitate Customer Specification reviews with plant teams and co-ordinate the response to customer with Manufactured Product Sales department
- Manage Customer Specifications
- Maintain current certification on file
- Log in Customer complaints in the Complaint system.
- Maintain communication with other departments and employees as to notify them of any problems and/or concerns that customers may have communicated to ensure all customer requests are met.
- Complete all required paperwork in an accurate and timely manner.
- Responsible for adhering to food safety and quality system requirements by committing to meet all pertinent regulatory, customer and SQF requirements
- Ensure all paperwork is filled out in a clear, legible and accurate format, and completed with required information and timely to ensure customer satisfaction and meet company requirements.
- Support/maintenance of technical files, SQF certifications and declarations of conformity in support of EU product registrations.
- Support business with Sales initiatives, projects, licensing and certifications.
- Perform other duties as assigned.

Knowledge and Experience:

- Associates Degree in Business Development or related field is required. Degree may be substituted for years of experience.
- 2-3 years of experience in quality/manufacturing/data entry is required.
- Ability to read, analyze and interpret general customer requests and technical procedures.
- Ability to write reports, business correspondence and procedure manuals.
- Ability to effectively present information and respond to questions from groups of managers, clients and customers
- Advanced knowledge with Microsoft office applications



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- Strong interpersonal, communication, organization and follow-through skills
- Excellent organizational skills including time management and ability to effectively prioritize multiple projects
- Ability to work independently with limited supervision
- Customer service and rapport building skills

Personal Skills/Attributes needed:

- Committed to achieve our mission through the leadership and guidance of a team
- Individual with open and new ideas
- Drive change with a positive attitude
- Interact with all levels and show empathy
- Develop an authentic relationship
- Shows value for different opinions, shows flexibility to different opinions.
- Shows interest to learn and share from others.
- Learns and interacts positively with the environment
- Willing to take action in a changing environment
- Analytical and problem-solution oriented mindset
- Shows passion for growth and development within a team

Company Features:

MMPA is one of the top dairy cooperatives in the nation. Our owners are 2000+ dairy farmers located in the states of Michigan, Ohio, Indiana and Wisconsin. MMPA markets its members' milk, guaranteeing a market every day for all member-produced milk.

BENEFITS

- Competitive salary incentive program
- Outstanding insurance benefits - Health/Vision/Dental
- Protection for the future - Life and Disability insurance
- Paid vacation time and sick time
- 401(k) plan with a generous company contribution
- Company provided pension

Together with our members and employees our association is positioned and planning for growth. Our benefits are attractive, and our future is bright.

Successful passage of drug test, background check, and criminal record check required.