

Regional Coordinator, OCIA International– Lincoln, NE

OCIA International, an accredited organic certification agency with operations worldwide, is seeking applicants for a Regional Coordinator to work in its International office in Lincoln, Nebraska. Candidates must possess strong verbal and written communication skills, must be familiar with Microsoft Office applications, and should have a fundamental understanding of agricultural production and manufacturing systems. Candidates must possess strong organizational skills, must be self-motivated, and should be able to complete work with little supervision after the initial training period.

Responsibilities:

- Acts as a liaison between operators and inspectors; assists with assigning inspectors as necessary, reports all potential inspector problems to designated representative of the Inspector Program.
- Acts as a liaison between operators and Certification Specialists (CS) by preparing and sending documents for review and providing any necessary follow-up.
- Field questions and provides information regarding the certification process to current and potential operators.
- Send out documents to operators as a part of the application and certification process; sends renewal notices to currently certified parties.
- Conduct review of files for completeness and follow up with operators regarding any application materials that are incomplete.
- Ensures certification letters and certificates are created and sent in a timely manner
- Communicates Decisions to the Members.
- Helps follow up on fee payment.
- Updates database to track the certification process.
- Handles import authorization licenses.
- Performs a variety of duties, including phone, e-mail, scanning, and mail communications, to provide customer service to operators.
- Works with all departments to help solve problems and communicate possible solutions to the operators.

Minimum Qualifications:

- 2 – or 4 year post – secondary degree or equivalent experience
- 1 year experience in customer service

OCIA International offers a competitive salary and benefits. Qualified individuals should send résumé, cover letter and references to Amanda Brewster, Executive Director at abrewster@ocia.org. For questions or more information regarding this position, please call 402-477-2323.

OCIA International, Inc.

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Find us on the web at www.ocia.org