



HUMANE FARM ANIMAL CARE administrator of the
CERTIFIED HUMANE® RAISED & HANDLED PROGRAM
P.O. Box 82, Middleburg, VA 20118
Phone: 703-435-3883 | Fax: 703-435-3981
CERTIFIEDHUMANE.ORG

POSITION Certification Officer

POSITION SUMMARY

The Certification Officer (CO) is a key part of HFAC's certification program services team, providing customer service and conducting technical reviews of applications, inspection reports, and mid-cycle updates to assess compliance for applicants and certified operations. The CO is a primary point of contact for HFAC clients, providing excellent customer service at every step in the certification cycle and coordination with HFAC's certification program services team.

DUTIES AND RESPONSIBILITIES

The responsibilities of the Certification Officer include, but are not limited to, the following:

- Conducting technical review of new and renewal applications, inspection reports, corrective action submissions, and mid-cycle change requests from HFAC clients for compliance with the applicable HFAC standards and requirements
- Communicating (via formal notices, email, phone, video chat, or in-person) with clients regarding their compliance status, necessary actions to achieve or maintain certification, clarification of program requirements, and changes to HFAC policies and/or procedures
- Maintaining precise documentation and records of certification work in adherence to HFAC's quality management system, always ensuring compliance with HFAC's confidentiality requirements, and updating client records
- Coordinating and communicating with other certification program team members to achieve a smooth and timely certification process for all clients
- Assist with content development and revision of HFAC educational and marketing materials, as needed
- Answering inquiries from potential clients and questions from the general public, as needed
- Other duties as assigned

QUALIFICATIONS AND EDUCATION REQUIREMENTS:

- Bachelor's degree in animal science, agriculture, food science, biology, or related field, or minimum 4 years equivalent work experience
- Experience working in a professional office and proficiency with computers
- Good judgment and excellent critical reasoning skills
- Excellent writing, communication and customer service skills
- Demonstrated attention to detail with a high level of accuracy

PREFERRED SKILLS/EDUCATION/EXPERIENCE

- Sincere interest in farm animal welfare
- Experience directly with third-party certifications or in a regulatory environment
- Experience with auditing/inspecting
- Experience working within a quality management system
- Experience with Microsoft Office Suite and Teams

WORKING CONDITIONS

This position primarily works indoors, sitting or standing at a desk and using a computer.

TRAVEL

This position may require limited travel.

AAP/EEO STATEMENT

Humane Farm Animal Care provides equal employment opportunities to all employees and applicants for employment and prohibits discrimination and harassment of any type without regard to race, color, religion, age, sex, national origin, disability status, genetics, protected veteran status, sexual orientation, gender identity or expression, or any other characteristic protected by federal, state or local law.

This job description in no way states or implies that these are the only duties to be performed by an employee occupying this position. Employees may be required to perform other related duties as assigned, to ensure workload coverage. Employees are required to follow any other job-related instructions and to perform any other job-related duties requested by their supervisor. This job description does not constitute an employment agreement between the employer and the employee and is subject to change by the employer as organizational needs and requirements of the job change.

Employee signature below constitutes employee's understanding of the duties and responsibilities of this position.

_____ Date _____
Employee Signature

EEO Job Category	Professionals	Classification	Exempt
Department	Certification	Reports To	Certification Services Manager
Position Type	Full Time	Rev. Date	12/15/2021