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| **Job Overview** | |
| **Job Title:** Quality Assurance Officer | |
| **Department:** Production & Quality | |
| **Duty Station:** Rwanda, with the option to travel within assigned locations. | |
| **Reports To:** Production & Quality Lead | |
| **Full-time Position** | |
| **Internal Interfaces:** | **External Interfaces:** |
| * Quality & Production Department * Franchising Department * Finance Department * Corporate Store Team | * Jibu Franchisees & staff * Suppliers * RFDA & RSB |
| **JibuCo Ltd** | |
| The Team member is responsible for helping Jibu to achieve volume, expansion, profitability (cost savings and total revenue), and impact targets as defined by the Country Director and in line with the Jibu mission and objectives. All team members are expected to problem-solve as owners per the Jibu Culture Handbook. | |
| **Job Purpose:** | |
| The Quality Assurance Officer manages the operation of the JibuCo laboratory including planning and supporting sampling and testing programs for all Jibu country franchises. The expectation is that the personnel will quickly identify opportunities within the current operation to make improvements and ensure regulatory compliance of Jibu products. The role requires hands-on involvement, persistence, and adaptability to respond to the challenges and needs that arise day to day in a timely manner | |
| **Duties & Responsibilities:** | |
| * Implement and maintain operational and quality control processes and ensure local operators receive the required training * Support the developing, updating, and maintaining of training curriculum and material for the System Operators. * Ensure that only certified System Operators are involved in the production of Jibu drinking water. * Ensure adherence to Jibu quality standards and regulatory requirements through regular visits and quality audits * Track the progress on non-conformity closures and supervise the Franchisees to achieve the timely closure. * Review franchise layout designs and sign off after confirming they meet Jibu and regulatory requirements for an efficient and safe production process, with all required amenities available and appropriate construction materials used. * Support JibuCo lab in sample collection, and in performing root cause analysis and corrective actions * Coordinate operator training and evaluation to ensure all water treatment systems are operated by trained personnel while maintaining accurate documentation and reporting on all training activities. * Monitor the effectiveness of Jibu technical training programs through periodic operator performance tracking and review - identify future training needs, provide updates or additions to technical training, and organize regular refresher training, and professional development courses for operators * Support franchise certification efforts and coordinate franchise preparedness activities and ensure their adherence to certification requirements. * Ensure monthly targets are met and use agreed-upon KPIs to track performance * Work closely with regulators (RSB & FDA & SKCP) in the implementation of certification requirements and support & coordinate franchise certification preparedness activities. | |
| **Supervision Received:** This position works highly autonomously and reports directly to the Production & Quality Lead. | |
| **Management Responsibility:** None | |
| **Direct Reports:** None | |
| **Experience Requirements** | |
| * Bachelor of Food Science; Food & Beverages; Other related fields * Knowledge about ISO 17025:2017 (Lab designation requirements) \_ addition value. * Knowledge about Quality Management Systems will be the additional value. * Able to build and maintain record management systems while ensuring focus on precision and detail * A proven track record of working in a team and being proactive in taking immediate corrective action * High hygiene standards * Knowledge of country and international regulatory requirements * Experience in and ability to organize and improve laboratory practices * Preventive maintenance of lab equipment | |
| **Required Skills:** | |
| * Sufficient computer knowledge to record test results, produce reports, and document procedure manuals * Diligence, focus, and attention to detail * Punctuality, tidiness, and accurate record keeping * A team player with a sense of adventure wanting to make a difference * Personality profile: practical, persistent, likable, resourceful, organizer, detail-oriented * Fluent English language skills | |

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| **Position Filled:** |
| Person Hired: |
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| Hire Date: |
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| Job Location: |
|  |
| Reporting To: |
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| Additional Comments: |