

Policy & Procedures Manual	Job Descriptions	January 26, 2020
Production Technician		

Production Technician

Position Summary

Reporting to the Production Supervisor, with frequent interaction with the Production Manager, the Technician has significant responsibility for product quality and safety. The Technician ensures adherence to quality, safety and regulatory requirements and safely operates dairy processing equipment. All work will be conducted to GMP quality standards and CIP system while maintaining a safe and sanitary work environment within HACCP protocols. The Technician communicates frequently with maintenance, engineering, and quality control to ensure equipment is operating efficiently and product meets all quality standards.

The Technician maintains the production of a uniform product that meets all safety and quality standards. Attention to detail and communication is essential to the milk receiving and pre-treatment processes.

The Technician will be cross trained in other operational areas once they have attained mastery of the equipment.

Working Conditions

Canada Royal Milk will be a 24 hour a day, 7 days a week manufacturing operation. During the commissioning of the new facility, work hours may be irregular, requiring the incumbent to work outside of the administration hours of Monday to Friday, 8:00 am to 4:30 pm. Rotating shift work (8-12h shifts) will be required when commissioning and production begin. Schedules are yet to be determined, and will include days, evenings, weekends and over-night work.

Working conditions are normal for a manufacturing environment and include:

- Indoor and outdoor work, under a variety of weather conditions
- Standing, walking, sitting, kneeling, bending, reaching, twisting and other physically demanding tasks performed for virtually the entire shift (8 to 12 hours)
- Lifting to 25 kg (55 lbs) frequently
- Use of a safety harness and other PPE, to climb and work at heights
- Use of various chemicals (i.e. detergents and sanitizing solutions) ranging in temperatures from 20 degrees to 95 degrees Celsius
- Possible exposure to dust, fumes, oils and unpleasant odors
- Exposure to sounds and noise levels that are distracting or uncomfortable, but protective hearing equipment will be provided
- Exposure to indoor ambient temperatures ranging from room temperature to 55 Celsius; occasional exposure to ambient temperatures above 28 Celsius
- Working in environments with high humidity
- Exposure to physical risks using standardized safety precautions, including, but not limited to slippery surfaces, working around high temperature equipment, heavy and repetitive lifting, etc.

- Wear protective equipment, including, but not limited to specialized uniforms, eye safety glasses, hearing protectors, work boots, gloves and hardhats
- Must not wear loose-fitting clothing, jewellery, scented products, cosmetics, artificial eyelashes, artificial fingernails, or other items that could contaminate the product.

Key Duties and Responsibilities

1. Understand the product flow from the milk silos to packaging department;
2. The Operator must know the type of product, the silo source, and all handling procedures involved each time they begin the process;
3. Analyze process data and equipment performance data to improve quality, throughput, and troubleshoot;
4. Utilizing continuous improvement mindset, assist in identifying opportunities to improve processes;
5. Master the plant Standard Operating Procedures (SOPs) for pasteurization, wet processing, dairy separation, HACCP, CIP and the Site-clearing Management System;
6. Responsible for food safety, pre-requisite programs and food quality related to designated areas;
7. Ensure all quality assurance checks are performed at designated intervals and all paperwork is done correctly and completely at designated intervals;
8. Maintain a safe, clean, and organized work area throughout the facility and common areas;
9. Make decisions in a timely manner;
10. Anticipate problems and implement solutions;
11. Assume responsibility for the attainment of plant goals and objectives;
12. Follow all GMP's and work in a manner consistent with all corporate regulatory, food safety, quality, and sanitation requirements;
13. Other duties may be assigned.

Job Requirements

Education: Post-secondary Education in a related field required; Education in Food Science, Food Technology, Food Processing Technology, Chemistry, Biochemistry, Microbiology, Food and Nutrition, Automation or Mechanic Engineering or Pharmaceuticals preferred

Experience: Production experience (i.e. operator, technician, labourer, etc.) in a manufacturing environment required; Experience in a food processing/manufacturing environment preferred

Knowledge, Skills and Abilities

- CAN DO ATTITUDE; looks for solutions, supports team members and has a positive outlook



- Ability to work in a dynamic and fast-paced environment
- Technical experience in processing and packaging in food manufacturing is desired
- Content with rotating shift work (8-12-hour shifts) – including evenings, nights and weekends in a 24-7 operation
- Ability to lift to 25kg (55lbs) frequently
- Ability to work long hours on one's feet and perform physically demanding tasks
- Good coordination, manual dexterity, spatial visualization and mechanical skills
- Excellent English language skills (verbal and written)
- Demonstrated positive work ethic, good interpersonal skills and ability to communicate and collaborate frequently and effectively with other team members
- Comfortable and competent working in a team environment, as well as independently
- Ability to read and comprehend rules and regulations, Standard Operating Procedures (SOPs), manuals, memos, emails, Material Safety Data Sheets (MSDS), Workplace Hazardous Materials Information System (WHMIS) labels, training materials, records, gauges (pressure, temperature, etc.), work schedules, ingredient lists, recipe formulas, graphs, charts, drawings, schematic diagrams and other documents
- Strong documentation and record-keeping skills with accuracy, clarity and attention to detail
- Ability to add, subtract, multiply and divide in all units of measure, using whole numbers, common fractions and decimals
- Comfortable with technology and advanced computer skills, including proficiency with Microsoft Office applications
- Ability to take initiative, problem-solve, make decisions and resolve issues effectively
- Knowledge of Safe Food Handling, HACCP, GMP and hygiene practices are assets
- Legally entitled to work in Canada: Canadian Citizen, Permanent Resident or Current Valid Work Permit

Disclaimer

Because of the changing nature of work and work to be done, this job description is not designed to cover or contain a comprehensive listing of activities, duties or responsibilities required of the incumbent. The incumbent may be asked to perform other duties as required.