Product Certification Manager

Reports to: Product Certification Senior Manager
Department: Product Certification

Description:
The Product Certification Manager is responsible for providing overall departmental supervision for the Product Certification Department, including managing a team of employees and overseeing project management initiatives for the Product Certification process.

Essential Responsibilities:
- Supervising overall project management initiatives within the Product Certification Department using proven project management techniques
- Supervising a team of professionals, encouraging a collaborative team environment
- Conducting attestations (or final reviews/certification decisions) on products.
- Write and revise standard operating procedures for the everyday functions of the Certification Department.
- Assign and communicate incoming projects to the appropriate Project Leaders and ensuring accountability for each project.
- Participate in the recruitment process for Project Leader position by interviewing candidates and contributing to the hiring process; ensure initial onboarding and continuous training for the team.
- Perform Change to Certified Product (CCP) Reviews.
- Maintain Certification files; monitor manufacturer deadlines and client status with each Project Leaders regarding all accounts.
- Assist manufacturers with questions about the Gold Seal program and inquiries with regard to the standards and their relationship to Certification.
- Assist WQA laboratory and Project Leaders with product failures, test issues, and technical interpretations.
- Maintain relationships with clients whose products have already received certification.
- Help ensure the Certification Department meets budgetary guidelines.
- Participate in the performance review process for the team by assisting in the creation and monitoring of goals and expectations for the team.
- Continuously assess the productivity of Project Leaders and team and provide feedback to management;
- Maintain and update the Gold Seal Program’s database and website.
- Review and provide assistance for technical items needed for changes to certified products (CCPs).
- In conjunction with the Quality Manager, ensure the requirements of ISO/IEC 17065 are met.
- Suggest improvements and implement approved changes to the certification process.
- Other duties as assigned.

**Qualifications:**
- Bachelor’s degree in engineering in physical or natural sciences or 4 years of experience in testing and certification, required.
- Three to five years supervisory experience, managing a team of employees and leading a variety of projects using standard project management skills.
- Project Management Certification highly desirable.
- Strong foundation in water chemistry or MWS status preferred.
- Solid understanding of the standards for drinking water treatment units, components and additives.
- Knowledge of ISO/IEC 17065 and all documents related to product certification.
- Experience working within non-profit preferred, but not required.
- Advanced knowledge of Excel, including formulas, pivot tables, etc.
- Strong knowledge of Microsoft Office, Outlook, SharePoint, Excel, Adobe Live, PowerPoint.
- Strong customer service and communication skills.
- Knowledge of LIMS, ProTech and familiarity with report writing and database administration and queries.

**Behaviors:**
- Membership Satisfaction and Employee Engagement with fiscal responsibility.
- Flexibility.
- Drive for Business Results.
- Initiative and Decision Making.
- Communication.
- Collaboration.
- Respect for Others.
- Analyzing and Problem Solving.
- Planning and Organizing.
- Leading and Engaging.
- Passion for Continuous Learning.

**Hours Requirements:**
- This is a full-time position.
**Status:**
- Exempt

**Physical Requirements:**
- This position works in a standard office environment

**Travel Requirements:**
- Minimal