

Director, Certification Services

SUMMARY:

Reporting to the Chief Operating Officer, the Director, Certification Services is responsible for integrating the business strategy, objectives, and customer requirements to execute a comprehensive array of certification services on behalf of clients. Responsibilities include the ongoing planning, management and administration of company certification programs in conformance with relevant laws, regulations, standards, test methods, certification schemes, and company quality system procedures.

ROLE AND RESPONSIBILITIES:

In accordance with applicable standards, regulations, and BMH quality system procedures, the Director, Certification Services is responsible for the following:

- Oversee global certification programs to include developing and implementing plans for the operational infrastructure of certification systems, processes, and personnel as required to meet client requirements and business objectives.
- Coordinate with the Chief Operating Officer and management team to develop, implement and continually improve the certification program procedures, training programs, and reporting methods needed to effectively and efficiently deliver certification services to meet client expectations.
- Educate, support, or train new and existing clients regarding the laws, regulations, standards, test methods, certification schemes, and company quality system procedures which govern the certifications to be granted.
- Support new and existing clients to develop, implement, and continually improve client quality systems and procedures as needed to conform to the governing certification program standards. In doing so, the Director, Certification Services is responsible for assuring that all certification services conform to company policies and procedures related to confidentiality, impartiality, and freedom from conflicts of interest.
- Coordinate with management and clients to assure that audits, inspections, tests, and/or other evaluation activities are effectively and efficiently completed as needed to assess client conformance to specified certification requirements. Apply sound management and technical judgment to review inspection and test reports for accuracy and completeness. Identify, interpret, and classify defects or findings based on objective and impartial assessment criteria and methods. Must be able to discern facts from opinion based on objective evidence
- Collect and organize records and other forms of objective evidence of client conformance/nonconformance to certification requirements. Communicate with clients regarding the outcome of evaluations, to include issuing reports of findings. Coordinate follow-up evaluation activities as needed to assure the effectiveness of client corrective actions taken.
- Plan, schedule, and/or conduct certification reviews to objectively assess client conformance to certification requirements and to grant or deny certification in accordance with company certification program procedures. Generate and maintain records of certification reviews and certification decisions as required.
- Manage and administer client certification documents to include preparing and submitting reports and certificates for approval, issuing approved reports and certificates to clients, and managing/updating relevant certified client lists or databases. When required, notify relevant authorities/regulatory bodies regarding company decisions to grant, deny, extend, reduce, suspend, or withdraw certifications as applicable.



- Monitor operational and financial performance within the defined area of responsibility; prepare applicable budgets; manage expenditures; analyze variances; and initiate corrective actions. Prepare detailed reports both current and with forecasting as needed.
- Develop, revise and/or deliver training to company employees, Affiliates, and/or subcontractors as needed regarding relevant regulations, standards, test methods, certification schemes, and company quality system procedures as needed.
- Promote and adhere to company accreditation/quality system standards as well as customer, federal, state, and local business requirements, enforcing compliance and taking action when necessary. Ensure that personnel are aware of their obligations for impartiality, confidentiality, and freedom from conflicts of interest. Report known or potential conflicts of interest or risks to impartiality according to established BMH procedures; take appropriate actions to mitigate or eliminate such risks and maintain appropriate records.
- Represent BMH with clients, government and industry representatives, and business partners as applicable. In coordination with BMH management, pursue business development opportunities with potential new clients or additional/increased business with existing clients.
- As an active member of the BMH operations team, the Director, Certification Services must be computer literate and able to be trained and perform audits, inspections, and/or tests as needed in varying field/lab/office/manufacturing conditions. The responsibilities and requirements described in relevant company quality system procedures and the “Field Auditor/Inspector” job description (such job description hereinafter incorporated by reference) will apply.
- All other duties as assigned.

EDUCATION/EXPERIENCE AND RELATED REQUIREMENTS:

- A bachelor’s degree in business, engineering, forestry, wood science, paper science or other technical discipline and 3-5+ years prior experience in the forestry, wood products or related industries is required. A Master’s or PhD in Forestry, Wood Science, or related discipline in a plus. An equivalent combination of education, training, skills and/or experience is acceptable in lieu of degree or experience requirements.
- Prior education, training, skills or experience of quality systems within the framework of an ISO/IEC 17065, ISO/IEC 17025, ISO/IEC 17020, JAS Law, and/or related accreditation/management system standards is preferred but not required.
- Successful candidates must possess and/or have the ability to develop extensive knowledge of each governing certification standard, regulation, or certification scheme as needed to effectively perform the responsibilities of this role. This includes appropriate knowledge of specified certification requirements, manufacturing processes, audit/inspection/test methods, and related requirements as applicable.
- Must exercise sound management and technical judgment, superior ethics, and compliance to applicable policies and procedures in the conduct of job responsibilities. May directly supervise the work of technical personnel.
- Travel up to 50% may be required to fulfill the responsibilities of this role. Successful candidates must be willing to travel both domestically and internationally, sometimes with little or no notice. Individual must possess or have the ability to obtain a valid US passport, visa, or other foreign travel documents as required.
- Candidates must be capable of safely working in a variety of field, lab, office, and manufacturing environments. All BMH employees are responsible for conforming to BMH safety and security policies and procedures, as applicable. Must be capable of standing, sitting, or walking for long periods of time and must be capable of safely lifting and carrying loads weighing 25 lbs. or more. Periodic overtime including weekend or evening work is expected.
- Qualified candidates must be able to relocate to or reliably commute daily to Eugene, Oregon. Relocation assistance will be provided to the successful candidate if needed.



COMPENSATION:

- Competitive salary
- 6 paid holidays per year
- Paid vacation schedule
- Employer-sponsored health insurance plan
- Employer-sponsored retirement savings plan
- Relocation assistance

APPLICATION DETAILS:

Please send detailed resume and cover letter to info@benchmark-intl.com.