



Exciting opportunity available within Quality Assurance (RDQ) Team QUALITY ASSURANCE TECHNICIAN (Morning Shift)

Eat More Cake! Dufflet Pastries is a Toronto-based pastry company founded in 1975. Today, the Dufflet Pastries wholesale division proudly supplies restaurants, cafés, caterers, grocers and gourmet food shops across Canada with a dynamic selection of desserts from her classic Signature Collections and packaged specialty lines.

Our continuous focus on innovative products, and our plan to bring the same Canadian-made premium experience beyond our borders to drive significant growth, make us a company to watch in the premium desserts space.

Our work and business principles are based on the core values of **respect, trust, teamwork, integrity, and commitment**, and each employee is an integral part of our team with a critical role to play in achieving our mission of baking happiness into every dessert we make and delighting customers with personalised service, and superior quality.

About The Role:

This is a full-time (morning shift) on-site role for a Quality Assurance Technician in Etobicoke, ON. Reporting to the QA Manager, the QA Technician will be responsible for quality control checks on company products to ensure these meets GMP's BRC, safety and quality standards; ensures employees are following proper food safety procedures and identifies and implements opportunities for improvement of operational processes and continuous improvement.

Main Responsibilities

- Develop and maintain company inspection reports
- Inspect goods or products according to quality and safety standards
- Ensure goods and products comply with company standards and BRC, HACCP, etc. and ensure production is not hindered by quality testing procedures
- Conduct daily walk-through of bakery and assess that proper GMP's are being followed and abided by
- Verify documents and create labels
- Conduct product shelf-life testing at varying temperatures and storage conditions
- Conduct gluten-free, vegan and allergen testing
- Identify possible areas for improvement in quality control processes, report quality issues or discrepancies to the QA manager
- Manage customer complaints through investigation processes; implement corrective action and ensure proper documentation
- Follow all company procedures and incident reporting as outlined in employment and health and safety policies
- Other related projects and duties assigned by Management on periodic basis

Qualifications:

- Bachelors degree in Food Science or related field
- Minimum 3 years of related production/manufacturing experience, specifically in quality control



- Strong MS Office skills; working knowledge of various software and industry specific programs
- Proficient in data management and documentation
- Working in a fast-paced manufacturing environment
- Strong organizational and priority setting skills to deliver quality work within required deadlines
- Strong communication, motivational and interpersonal skills
- Excellent knowledge of product specs and quality requirements of finished products
- Take a collaborative approach towards team and work independently with minimal supervision.

Application Details: Please forward your resume to the **Human Resources** department at **hr@dufflet.com** with the reference: **QA Technician**.

Dufflet's Diversity and Inclusion- commitment: At Dufflet Pastries, a diverse, inclusive, and equitable workplace is one where all employees, whatever their gender, race, ethnicity, national origin, age, sexual orientation or identity, education or disability, feels valued and respected. We are committed to a non-discriminatory approach and provide equal opportunity for employment and advancement in all departments, programs, and worksites. We respect and value diverse life experiences and heritages and ensure that all voices are valued and heard.

Dufflet's Accessibility Policy: Dufflet Pastries is committed to upholding all of the standards under the Accessibility for Ontarians with Disabilities Act, 2005 (AODA) in order to create a barrier-free Ontario. We welcome and encourage applications from people with disabilities. Accommodation is available on request for candidates taking part in all aspects of the selection process. We thank all applicants for applying; however only those selected for an interview will be contacted.