



POSITION: R&D/QA Technician

Double Rainbow Gourmet Ice Creams is seeking an R&D/QA Technician to ensure the consistent execution of our quality programs, support research & development, and continuous improvement projects. This is a full-time position located in Emeryville, CA (in-person). ***This role reports to the Senior R&D Manager.***

The R&D/QA Technician will work within Production Operations, focusing on:

QA:

- Review all incoming ingredients and conduct finished product evaluations.
- Monitor adherence to recipe and formulation, product integrity and consistency
- Collect and record QA data
- Work with teams to ensure quality is upheld from both internal processes and external suppliers

QC:

- Work with and support production team to produce product to desired specifications guiding and monitoring team throughout production runs
- Perform routine quality checks on internal process and finished goods to ensure compliance with company standards and regulatory requirements
- Monitor quality of product consistency during production including ingredient usage and consumption during production
- Monitor and maintain quality control documentation and records

Continuous Improvement:

- Lead root cause analyses to successfully resolve customer complaints, help implement preventative actions, and drive continuous improvement
- Investigate quality issues and root cause analysis, working closely with production and R&D to address and implement corrective actions
- Continuous improvement activities to reduce in-house rejects, process variations and help improve product and equipment efficiency;
- Update and create SOP & GMP policies for production facility and provide quality training to production personnel
- Support certification objectives and help ensure that targets are achieved
- Collaborate with R&D lead to develop and execute new ice creams from bench-top to commercialization and improve existing formulations
- Manage product specification and documentation database for all products and raw materials



Experience & Lifelong Learning:

- Bachelor's degree in Food Science, Food Engineering, Dairy Science, and/or equivalent experience
- Previous experience in a food manufacturing environment, preferably in the ice cream or dairy industry and knowledge of food safety regulatory and GMP
- Looks for new ideas on product, flavor trends, packaging and processes across the product range
- Stay current with industry events, happenings, trends
- Seeks out new processing techniques and science to create and introduce unique and interesting products to the industry

Desired skill sets:

- Ability to multi-task responsibilities and projects
- Proficiency with Microsoft Office/Excel and Genesis ESHA
- Help drive change in a fast-paced business environment
- Collaborate and communicate effectively with cross functional teams
- Excellent organizational skills with attention to detail and accuracy

Also!

- Be able to lift 50 pounds and work in a manufacturing environment
- Travel as required and project needs
- Performs other duties as assigned

ABOUT US

On September 28, 1976, we signed a lease on our first ice cream parlor. Later that day, we saw a double rainbow light up the sky over San Francisco and our name was born. Since then, Double Rainbow has been producing award-winning, super-premium ice creams and frozen desserts with one thing in mind, to always make the best. We produce over 60 flavors of Ice Cream, Sorbets, and Non-Dairy Frozen Desserts. Double Rainbow welcomes the opportunity to work with people who share our vision: To provide excellent service and great products in a clean and happy environment, all leading to a profitable business.