



WE ARE RECRUITING

QUALITY OFFICER

The Quality Officer will ensure compliance with brand and quality management system standards, drive operational excellence, and support franchisees.

ROLE AND RESPONSIBILITIES

- Perform audits and ensure achievement of quality and KPI targets
- Plan site visits, audits, and on-the-job trainings (OJTs), and follow up on corrective action plans
- Manage customer complaints, reporting, and quality system follow-ups
- Conduct technical activities (thermometer calibration, hygiene, and microbiological assessments)
- Support audits and continuous improvement projects
- Train and coach franchisees through structured programmes
- Identify operational gaps and support franchisees with improvement strategies
- Monitor and analyse sales performance, including pricing and competitive trends
- Coordinate with operations on equipment, signage, and franchise standard compliance
- Prepare and present reports, key findings, and action plans for meetings
- Strong interest and pro-activeness in sustainability impact in operations
- Actively participate in continuous improvement initiatives aligned with organisational objectives

PROFILE

- Degree in Food Safety, Food Hygiene, Quality Management Systems, or equivalent
- Minimum 3 years' experience in the food industry or a similar role
- Strong analytical and problem-solving skills
- Proficient in IT tools such as MS Office (Excel, Word, Visio) and SPSS
- Good communication and reporting abilities
- Knowledge of ISO 9001, ISO 14001, and ISO 22000 is an advantage
- Ability to train, coach, and influence franchisees
- Self-motivated, organised, adaptable, and a strong team player with good communication skills
- Promoter of animal welfare

Those interested are requested to send their application by April, 20, 2026
to the Human Resources department, Gentilly, Moka | Phone: 404 9000

Email: recruitment.avipro@eclosia.com

Only the best candidates will be invited to a job interview