

QUALITY ASSURANCE OFFICER

JOB DESCRIPTION

Department	Quality Assurance
Location	Fulfilment Centre, Lagos
Reports to	QA Lead / Designated Management Supervisor
Employment type	Full-time

Quality oversight scope

Directly supervises assigned QCOs and provides quality oversight across QC-In, Prep, Pre-Staging, Picking/Packing, Extra Services, Storage and Dispatch. Operational staff outside QA retain their normal reporting lines; the QA Officer monitors and enforces compliance with approved quality standards.

JOB PURPOSE

The Quality Assurance Officer is a floor-based role responsible for enforcing Pricepally's approved product, hygiene, handling, storage and fulfilment quality standards across daily operations.

The Officer supports the QA Lead by supervising QCOs, carrying out routine quality checks, investigating individual quality incidents, maintaining accurate records, coaching staff on observed gaps and escalating recurring or systemic issues.

ROLE BOUNDARY: The QA Officer executes and enforces the QA system. The QA Lead owns QA strategy, standards, audit design, KPI governance, management reporting, systemic CAPA, supplier-quality escalation and major improvement projects.

1. FLOOR QUALITY OVERSIGHT

Monitor daily fulfilment operations and ensure approved QA standards and SOPs are followed.

- Observe quality checkpoints from goods receipt through dispatch and intervene where quality is compromised.
- Stop or hold a product/order where there is a clear food-safety, product-quality or order-accuracy concern.
- Monitor staff compliance with hygiene, handling, segregation, storage and packaging requirements.
- Escalate repeated or systemic failures to the QA Lead and relevant operational owner.

2. QCO SUPERVISION

Directly supervise assigned QCOs and ensure final quality control is a physical inspection point, not merely a photography step.

- Ensure QCOs verify product condition, item identity, labels, quantity, packaging, expiry where applicable and customer-specific instructions.
- Ensure packed items are opened and physically checked where required before final sealing.
- Ensure Extra Services have been completed correctly before dispatch.

- Ensure clear evidence photographs are taken using the approved photo sequence.
- Record QCO misses/incidents and escalate repeated non-compliance under the approved accountability process.

3. PRODUCT, QC-IN & STORAGE CHECKS

- Monitor the condition of incoming and in-stock items against approved Pricepally standards.
- Conduct routine visual inspections and, where appropriate, sensory checks for freshness, smell, texture, colour, firmness, dryness and other relevant quality indicators.
- Monitor accepted/rejected products and ensure QC-In records are complete.
- Check chiller/freezer temperatures, FIFO/FEFO, product segregation, rack use, cleanliness, expiry risk, spoilage and pest/infestation signs.
- Escalate supplier/procurement, temperature, preservation or storage deviations promptly.

4. PREP, PRE-STAGING, EXTRA SERVICES & PACKAGING

- Monitor quality compliance at Prep, Pre-Staging and Extra Services checkpoints.
- Verify items are correctly sorted, prepared, portioned and identified according to customer requirements.
- Check that correct packaging materials and methods are used for different product types.
- Identify leakage, crushing, contamination, poor sealing, moisture transfer or unsuitable product combinations.
- Escalate shortages of packaging materials, tools or consumables before quality is affected.
- Participate in packaging trials or tests when assigned by the QA Lead.

5. HYGIENE & FOOD-HANDLING COMPLIANCE

- Monitor PPE, handwashing, apron use, footwear, glove use and other approved hygiene requirements.
- Prevent unsafe handling, cross-contamination and poor product segregation.
- Correct observed gaps on the floor and document repeated non-compliance.
- Support approved Good Hygiene Practices, Good Storage Practices and relevant HACCP controls.

6. CUSTOMER QUALITY INCIDENTS

- Work with Customer Experience to investigate individual complaints relating to quality, freshness, missing/wrong items, preparation, packaging, hygiene, expiry and order accuracy.
- Classify complaints using the approved QA taxonomy: Defect Type, Product Category and Root Cause Stage.
- Identify the likely failure point and whether final QCO should reasonably have intercepted the issue.
- Record findings, follow up assigned corrective actions and escalate recurring patterns to the QA Lead.
- Do not treat customer compensation alone as closure of the quality issue.

7. TRAINING, COACHING & STAFF SUPPORT

- Train and coach QCOs and other designated staff on approved SOPs, quality standards, hygiene and handling requirements.
- Conduct simple refresher coaching where observed gaps or complaints show a knowledge problem.
- Support onboarding and participate in interviews for QA/QCO roles when requested by the QA Lead.

- Provide factual feedback on staff suitability and performance; final staffing decisions remain with the QA Lead/HR/Management.

8. DOCUMENTATION, REPORTING & ESCALATION

- Maintain accurate records for QCO incidents, QC-In findings, rejects, temperatures, hygiene checks, customer complaints and assigned corrective actions.
- Submit daily QA reports showing numbers, significant incidents, evidence, unresolved issues and actions taken.
- Provide clean data and observations for weekly/monthly QA analysis led by the QA Lead.
- Escalate equipment, temperature, packaging, storage, product-quality and staffing-compliance issues promptly.
- Follow up assigned actions and confirm whether the issue has been resolved on the floor.

QUALITY DEFECT TAXONOMY

Dimension	Meaning	Typical examples
Defect Type	What went wrong	Spoiled/off, wrong item, missing item, short quantity, leakage, near-expiry, preparation error, hygiene issue
Product Category	What was affected	Fresh Produce, Proteins, Dry/FMCG, Dairy/Frozen, Condiments/Other
Root Cause Stage	Where the failure likely began	Supplier, QC-In, Picker, Prepper, Pre-Stager, QCO, Logistics

KEY PERFORMANCE INDICATORS

Targets should be agreed by the QA Lead against Pricepally's operational baseline.

KPI	Officer-level measure
QCO inspection compliance	Physical inspection, order verification and approved evidence-photo compliance.
Quality escapes / QCO misses	Catchable defects that pass the Officer's assigned quality checkpoints.
Inspection / QA record completeness	Required logs completed accurately and on time.
Hygiene & SOP compliance	Observed compliance during routine floor checks.
Temperature / storage checks	Required checks completed and deviations escalated.
Corrective-action follow-up	Assigned actions followed through within agreed timelines.
Daily reporting	Complete, evidence-based report submitted on time.

QUALIFICATIONS & EXPERIENCE

- Minimum HND or Bachelor's degree in Food Science & Technology, Food Technology, Microbiology, Biochemistry, Nutrition, Agricultural Science, Environmental Health or another relevant food/agriculture/science discipline.
- Preferably 1–3 years of experience in QA/QC, food handling, FMCG, food processing, grocery retail, e-commerce fulfillment or warehouse quality.
- Strong candidates with less experience but good technical judgement, floor discipline and supervisory potential may be considered.

REQUIRED COMPETENCIES

Technical

- Food-quality inspection and basic sensory evaluation
- Spoilage and deterioration identification
- Food hygiene, sanitation, FIFO/FEFO and cold-chain awareness
- Basic root-cause investigation and corrective-action follow-up
- Accurate record keeping, Excel/Google Sheets and basic reporting

Behavioural

- Strong attention to detail and observation
- Integrity, assertiveness and sound judgement
- Clear communication and ability to coach frontline teams
- Strong follow-through and willingness to work actively on the FC floor
- Ability to remain calm and decisive under operational pressure

WORKING CONDITIONS

- Regular on-site presence at the Fulfilment Centre is required.
- The role involves standing, walking, product inspection and entry into temperature-controlled areas.
- Shift, weekend and peak-period work may be required.
- All applicable health, safety, hygiene and PPE requirements must be followed.

OTHER DUTIES

Perform other reasonable quality assurance duties assigned by the QA Lead or Management from time to time.

To apply, please send your CV using “**Quality Assurance Officer**” as the subject of the email to;
careers@pricepally.com

Applications close: October 20, 2026

Please share with someone who may be a strong fit.