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| Job title | <i>R&D Operations Specialist</i> |
| Reports to | <i>R&D Leader</i> |

Position Summary

At Hudsonville Creamery & Ice Cream Company our mission is to be an organization of excellence which engages and challenges people to better themselves and those around them. In this environment, we craft authentic ice cream of the highest quality with innovations to create delight in people's lives.

The R&D Operations position will support day-to-day operations and work to optimize our products alongside our operations, procurement, and finance teams. The successful candidate is excited about solving complex challenges, is comfortable influencing others, leading teams, managing stakeholders, and communicating clearly.

Duties and Responsibilities

- Support day-to-day operations including defining product standards and specifications, mix and production room support, and new product start-ups.
- Real-time operational solutions and problem solving.
- Develop and lead product and ingredient trials in production.
- Lead continuous improvement initiatives for product ingredients.
- Become the process knowledge expert and develop in-depth knowledge of all technologies and processes onsite.
 - Define measurable targets for optimizing production such as viscosity, tempering, inclusion size/shape, etc.
- Devise ways to reduce product costs without impacting product quality by working with supply chain and directly with suppliers to identify alternative ingredients and/or suppliers.
- Work with other functional areas including but not limited to Finance, Sales, Procurement, and Operations regarding new product development and implementation.
- Administrative ERP support including updating production orders, updating recipes (BOMs) and item cards.
- Communicate findings and proposals to the team.
- Ownership of pilot plant equipment.

Qualifications

- Bachelor of Science degree in Food Science, Engineering, or equivalent experience.
- 3-5 years food/beverage manufacturing experience preferred.
- Experience managing structured projects or initiatives in a complex manufacturing environment.
- Excellent written and verbal communication skills.
- Excellent computer literacy.
- Ability to work in a team-based, multi-disciplined environment, yet is independently motivated and inquisitive in their field of expertise.
- Enjoys working in a fast-paced, results-oriented atmosphere. Is organized, detail-driven, and can adhere to strict project deadlines.
- Comfortable with ambiguity and change.
- Practice and encourage creative thinking skills to solve technical problems with decision-making confidence.

- Ability to handle high-end projects as well as willingness to get your hands dirty with day-to-day duties.

Goes above and beyond to demonstrate Hudsonville's values:

- **Attitude:** At Hudsonville, we challenge ourselves to be better and encourage those around us to do so too. This starts with an emphasis on attitude. We aim to approach each day with optimism, positivity and gratitude and commit to believing the best about others. If your attitude elevates and inspires those around you, you'll do well here.
- **Urgency:** At Hudsonville, we value tempo when it comes to executing plans and tasks. If we can do something now, we don't put it off for later. We seek to solve problems in real time, to address issues as they arise. We are people of focus and drive. We aim to exceed expectations and quickly re-prioritize our efforts when new information becomes available.
- **Cleanliness:** Yes, that's one of our defining values. We believe excellence starts with the details. Our dedication to cleaning communicates our commitment to excellence. Cleanliness declares our sense of Hudsonville pride; we are confident in who we are, what we create and how we work.
- **Generosity:** As a team, we are committed to generosity. We want to be generous with our time, our energy, our encouragement, our expertise, and our resources. If someone can use our help, we jump in to serve. In a world where we're often tempted to leverage our resources for our own personal gain, we choose to be open-handed.
- **Curiosity:** We believe there is always more to learn about: ourselves, each other, business, leadership, manufacturing, and the craft of making ice cream. We believe each day provides a chance to reflect, a moment where we pause to observe, inquire and re-direct. Curiosity stretches our thinking and sparks our initiative.
- **Humility:** We believe no task is above or below anyone's position at Hudsonville. We lay aside all egos and are willing to get in the trenches whenever and wherever needed.

Disclaimer

The above statements are intended to describe the general nature and level of work being performed by people assigned to this classification. They are not to be construed as an exhaustive list of all responsibilities, duties, and skills required of personnel so classified. All personnel may be required to perform duties outside of their normal responsibilities from time to time, as needed.