

Job Description

Position Title: SAFHER Implementation Manager

Organization: Association of Food and Drug Officials (AFDO)

Reports to: SAFHER Deputy Director

Employee Status: Full-Time

Travel Required: 6-8 weeks a year

Career Level: Intermediate or experienced (senior staff)

Revision Date: 11/21/22

Position Summary: The SAFHER Implementation Manager (IM) is a strategic and supportive partner for state programs through the entire implementation of the System for Agriculture, Food, Health, E-inspections and Registrations or SAFHER, including pre-project needs assessment, project planning, execution, closure, and ongoing customer care. The IM is focused on building loyalty to ensure long-term state satisfaction and retention by presenting product information, addressing user issues and helping the SAFHER staff acquire interest from state programs who are not already users of SAFHER.

Primary Responsibilities:

Managing State Relationships:

- Develop a trusted relationship with state program personnel by actively listening to their needs, identify what the problems states are trying to solve, resolving issues, and advocating for appropriate change to their SAFHER solution within the SAFHER Governance Model and individual product meetings
- Evaluate and analyze states product needs through regular scheduled project/product meetings and swiftly provide resolution to identified issues
- Owning multiple problems and fully executing solutions
- Demonstrate unique ability to convey technical details to an audience with little to no technical background
- Assist in developing an onboarding state program into SAFHER plan
- Create and deploy mechanisms to gather feedback from state users on their satisfaction with SAFHER
- Ensure state programs stay on project implementation schedule with development assisting states in task delegation and removing roadblocks to task completion
- Utilize project management skills (e.x. Agile) to lead states through pre-project implementation to operations and maintenance of SAFHER

Education & Training:

- Demonstrate interpersonal, written communication, and organizational skills
- Design training plan per state program keeping in mind each state's stakeholder's ability and knowledge needs
- Create and deploy training materials as necessary virtually or in-person
- Schedule and conduct training for users as necessary virtually or in-person
- Hold product education sessions on new features

Advocacy:

- Ensure bugs and other issues are resolved according to vendor service agreement
- Identify ways SAFHER can better serve their states via data management, new features, streamlining processes, etc. by uncovering problems or opportunities where the states could benefit and AFDO provides the value
- Actively engage in the SAFHER Governance model liaising between various groups to represent state's preferences aligning with the overall SAFHER strategic plan
- Assist states in implementing change management in order to gain faster adoption of SAFHER
- Be a cheerleader and brand prophet for SAFHER bringing awareness of the solution to users and creating desire to implement
- Identify SAFHER branding materials needed to promote the solution
- Review SAFHER website and portal for content needs

Other Duties as Assigned:

- Complete other duties as assigned by AFDO Executive Director, SAFHER Director or Deputy Director.

As the SAFHER program evolves, duties and responsibilities may be adjusted or updated.

Desired Qualifications:

- Bachelors in agricultural science or related field or 5 year's equivalent work experience
- Five to seven years of work experience in feed, fertilizer, pesticide, or seed state regulatory program
- Proven project management experience in driving projects to completion.
- Excellent interpersonal, written and verbal communication, and presentations skills
- Self-starter with the ability to work independently or with a team to meet deadlines
- User or subject matter expert in state regulatory IT system