

Position Title: Director, Technical Services
Department: R&D/QA
Reports To: President
FLSA Status: Exempt
Effective Date: March 27, 2026

Position Summary:

As the Director of Technical Services, you will provide leadership and direction on R&D and QA, driving innovation and excellence in product development and quality assurance processes. In this position, you will champion the product development lifecycle, from ideation and concept development through to product launch and post-market surveillance, ensuring compliance with regulatory standards and customer expectations.

Principal Duties and Responsibilities

- Develop and implement a strategy for R&D and QA that aligns with the company's overall goals and objectives.
- Lead the development and execution of R&D and QA initiatives, driving continuous improvement and innovation in products and processes.
- Provide hands-on leadership, guidance, and mentorship to the R&D and QA support team, fostering a culture of collaboration, accountability, and excellence.
- Oversee all aspects of product development, from initial concept through to commercialization, ensuring products meet quality, safety, and regulatory requirements.
- Collaborate with cross-functional teams, including Sales, Marketing, and Operations, to translate customer needs and market trends into innovative product solutions.
- Develop and implement robust quality assurance processes and systems to ensure product quality, safety, and compliance with regulatory standards.
- Establish and monitor key quality metrics and performance indicators, driving a culture of continuous improvement and operational excellence.
- Stay on top of relevant regulatory requirements and industry standards, ensuring compliance with all applicable regulations and guidelines.
- Ensures product registrations, submissions, and approvals are completed.
- SQF practitioner. Oversee the development, implementation, review, and maintenance of the SQF system.

Minimum Qualifications:

- Bachelor's degree in food science, nutrition or related field.
- 10+ years of progressive leadership experience in R&D and QA roles.

JOB DESCRIPTION

- Demonstrated track record of hands on success in leading product development initiatives from concept to commercialization.
- Strong understanding of quality assurance principles, regulatory requirements, and industry standards.
- Excellent leadership, communication, and interpersonal skills, with the ability to work with, inspire and motivate teams to achieve goals.
- Proven ability to think strategically, drive change, and execute strategic initiatives.

Physical Requirements / Work Conditions:

- Work environment is office based but can be partially remote.
- Phone and computer use
- Normally seated with freedom of movement on a regular basis, operating office machines and handling light materials and supplies
- Ability to lift to 40lbs.

This job description is not intended to be and should not be construed as an all-inclusive list of all the responsibilities, skills or working conditions associated with the position. While it is intended to accurately reflect the position activities and requirements, ClearH2O reserves the right to modify, add or remove duties and assign other duties, as necessary.

External and internal applicants, as well as position incumbents who become disabled as defined under the Americans with Disabilities Act, must be able to perform the essential job functions (as listed here) either unaided or with the assistance of a reasonable accommodation to be determined by management on a case-by-case basis.