



Career Service Authority

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Program Quality Assurance Technician

GENERAL STATEMENT OF CLASS DUTIES

Performs intermediate level quality assurance work providing oversight and monitoring of program operations to verify adherence to program requirements, develops plans for maintaining quality program results and initiates corrective action when required.

DISTINGUISHING CHARACTERISTICS

The *Program Quality Assurance Technician* class is distinguished from the *City Inspector* class series by the kind of inspection work performed; the *City Inspector* class series ensures compliance with City standards and ordinances enforces compliance and issues permits, notices, orders, summons and citations. The *Program Quality Assurance Technician* class monitors program operations to verify adherence to program requirements investigates adverse quality trends and initiates corrective action to increase or maintain program revenue or reduce exposure to sanctions. The *Program Quality Assurance Technician* class is distinguished from the *Program Coordinator* class which performs administrative and paraprofessional work organizing the administrative aspects for a program area(s); develops and establishes work processes and procedures to deliver program services and evaluates the effectiveness or program services and efficiency of processes. The *Program Quality Assurance Technician* class is also distinguished from the *Program Evaluator* class which develops and implements evaluation strategies for programs, processes and operations within a department or agency.

Guidelines, Difficulty and Decision Making Level:

Guidelines are generally numerous, well established and directly applicable to the work assignment. Work assignment and desired results are explained by general oral or written instructions.

Duties assigned are generally repetitive and restricted in scope but may be of substantial intricacy. Employee primarily applies standardized practices.

Decisions or recommendations on non-standardized situations are limited to relating organizational policies to specific cases. Problems that are not covered by guidelines or are without precedent are taken up with the supervisor.

Level of Supervision Received and Quality Review:

Under general supervision, the employee receives assignments and is expected to carry them through to completion with substantial independence. Work is reviewed for adherence to instructions, accuracy, completeness and conformance to standard practice or precedent. Recurring work clearly covered by guidelines may or may not be reviewed.

Interpersonal Communications and Purpose:

Contacts with the public or employees where explanatory or interpretive information is exchanged, gathered or presented and some degree of discretion and judgment are required within the parameters of the job function.

Level of Supervision Exercised:

No supervisory responsibilities.

ESSENTIAL DUTIES

Monitors program operations to verify adherence to program requirements and to detect or assess problems.

Inspects program results to determine effectiveness; analyzes and Investigates adverse quality trends and initiates corrective action.

Develops plans for maintaining quality program results and operations.

Writes reports of findings and recommendations and advises of corrective action to be taken.

Identifies, evaluates and analyzes specific errors and deficiencies that affect program funding providing information to establish and collect on overpayments.

Some positions prepare budget documents and monitor and track revenues and disbursements.

Provides guidance and expert advice to management and program staff on quality related issues and ways to increase or maintain revenue, or reduce exposure to sanctions.

Performs other related duties as assigned or requested.

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Any one position may not include all of the duties listed.
However, the allocation of positions will be determined by
the amount of time spent in performing the essential duties
listed above.
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MINIMUM QUALIFICATIONS

Competencies, Knowledge & Skills:

Reading – Understands and interprets written material, including technical material, rules, regulations, instructions, reports, charts, graphs, or tables; applies what is learned from written material to specific situations.

Integrity/Honesty – Contributes to maintaining the integrity of the organization; displays high standards of ethical conduct and understands the impact of violating these standards on an organization, self, and others; is trustworthy.

Writing – Recognizes or uses correct English grammar, punctuation, and spelling; communicates information in a succinct and organized manner; produces written information, which may include technical material, that is appropriate for the intended audience.

Oral Communication – Expresses information to individuals or groups effectively, taking into account the audience and nature of the information; makes clear and convincing oral presentations; listens to others, attends to nonverbal cues, and responds appropriately.

Self-Management – Sets well-defined and realistic personal goals; displays a high level of initiative, effort, and commitment towards completing assignments in a timely manner; works with minimal supervision; is motivated to achieve; demonstrates responsible behavior.

Attention to Detail – Is thorough when performing work and conscientious about attending to detail.

Reasoning – Identifies rules, principles, or relationships that explain facts, data, or other information; analyzes information and makes correct inferences or draws accurate conclusions.

Decision Making – Makes sound, well-informed, and objective decisions; perceives the impact and implications of decisions; commits to action, even in uncertain situations, to accomplish organizational goals; causes change.

Interpersonal Skills – Shows understanding, courtesy, tact, empathy, concern; develops and maintains relationships; may deal with people who are difficult, hostile, distressed; relates well to people from varied backgrounds and situations; is sensitive to individual differences.

Problem Solving – Identifies problems; determines accuracy and relevance of information; uses sound judgment to generate and evaluate alternatives, and to make recommendations.

Teamwork – Encourages and facilitates cooperation, pride, trust, and group identity; fosters commitment and team spirit; works with others to achieve goals.

Planning and Evaluating – Organizes work, sets priorities, determines resource requirements; determines short- or long-term goals and strategies to achieve them; coordinates with other organizations or parts of the organization; monitors progress, evaluates outcomes.

Self-Esteem – Believes in own self-worth; maintains a positive view of self and displays a professional image.

Information Management – Identifies a need for and knows where or how to gather information; organizes and maintains information or information management systems.

Stress Tolerance – Deals calmly and effectively with high stress situations (for example, tight deadlines, hostile individuals, emergency situations, dangerous situations)

Flexibility – Is open to change and new information; adapts behavior or work methods in response to new information, changing conditions, or unexpected obstacles; effectively deals with ambiguity.

Learning – Uses efficient learning techniques to acquire and apply new knowledge and skills; uses training, feedback, or other opportunities for self-learning and development.

Memory – Recalls information that has been presented previously.

Customer Service – Works with customers to assess needs, provide assistance, resolve problems, satisfy expectations; know products and services; is committed to providing quality products and services.

Creative Thinking – Uses imagination to develop new insights into situations and applies innovative solutions to problems; designs new methods where established methods and procedures are inapplicable or are unavailable.

Perceptual Speed – Quickly and accurately sees detail in words, numbers, pictures, and graphs.

Arithmetic – Performs computations such as addition, subtraction, multiplication, and division correctly using whole numbers, fractions, decimals, and percentages.

Knowledge of analysis and research techniques sufficient to be able to gather information, secure and analyze desired information, and formulate logical recommendations.

Skill in conducting test or inspections of services or processes to evaluate quality or performance.

Physical Demands:

Standing: remaining on one's feet in an upright position.

Walking: moving about on foot.

Sitting: remaining in the normal seated position.

Talking: expressing or exchanging ideas by means of spoken words.

Hearing: perceiving the nature of sounds by the ear.

Near Acuity: ability to see clearly at 20 inches or less.

Accommodation: ability to adjust vision to bring objects into focus.

Working Environment:

Pressure due to multiple calls and inquiries.

Subject to many interruptions.

Subject to varying and unpredictable situations.

Education Requirement:

Graduation from high school or possession of a GED Certificate required.

Experience Requirement:

Two years of public contact experience explaining policies, procedures, statutes, rules, and/or regulations and relating them to specific problems.

Licensure and/or Certification:

By position, requires a valid driver's license at the time of application.

CLASS DETAIL

FLSA CODE: Non-Exempt

ESTABLISHED DATE: 07/16/2005

REVISED DATE: 08/19/2007

REVISED BY: Earline Hill

CLASS HISTORY: 8/19/2007 – Added statement under Licensure and/or Certification Section that a driver's license is required at the time of application for some positions.