



Office of Human Resources

Program Quality Assurance Technician

General Statement of 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 & 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 Communication & 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

None

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.

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.

Competencies

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

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.

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.

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

Writing – Writes in a clear, concise, organized, and convincing manner for the intended audience.

Knowledge & Skills

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.

Education Requirement

Graduation from high school or the possession of a GED, HiSET or TASC Certificate.

Experience Requirement

Two (2) years of public contact experience explaining policies, procedures, statutes, rules, and/or regulations and relating them to specific problems.

Education & Experience Equivalency

A combination of appropriate education and experience may be substituted for the minimum education and experience requirements.

Licensure & Certification

None

Working Environment

Pressure due to multiple calls and inquiries.
Subject to many interruptions.
Subject to varying and unpredictable situations.

Level of Physical Demand

1-Sedentary (0-10 lbs.)

Physical Demands

(Physical Demands are a general guide and specific positions will vary based on working conditions, locations, and agency/department needs.):

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.
Lifting: raising or lowering objects weighing no more than 10 pounds, from one level to another.

Background Check Requirement

Criminal Check
Employment Verification
By position, Motor Vehicle Record

Assessment Requirement

None

Probation Period

Six (6) months.

Class Detail

FLSA Code: N
Management Level: 10
Established Date: 8/1/2018
Established By: Lori Schumann
Revised Date:
Revised By:
Class History: