

Job Description
ACES\$: Avenues to Consumer Employer Services & Support
Quality Assurance/Quality Initiatives Manager

GENERAL SUMMARY:

Reporting to the Executive Director, the Quality Assurance/Quality Initiatives Manager is responsible for the control process and review of NEPA CIL/ACES\$ practices in addition to development, implementation, and evaluation of departmental procedures and policies.

Jobs reporting to this position: None

EDUCATION & WORK EXPERIENCE:

Prior work experience within the non-profit field preferred.
Bachelor's degree in Accounting, Mathematics, Quality Process or related field required or equivalent related work experience.

SPECIAL EMPLOYMENT REQUIREMENTS:

Knowledge of accounting, and internal control procedures.
Proficiency in MS Word and Excel.
Excellent analytical, organizational and communication skills.
Strong interpersonal and organizational skills
Exceptional writing skills, technical writing preferred
Travel to other states as required.

CHARACTERISTIC DUTIES & RESPONSIBILITIES OF JOB:

*Estimated
Percent of Time*

ESSENTIAL ELEMENTS:

75%

Formulates and maintains quality assurance objectives complementary to departmental policies and goals. Interprets quality assurance philosophy to key personnel in the organization. Performs quality reviews of procedure and policy documentation for compliance with stated requirements, including various contracts of the organization. Applies statistical process control (SPC) methods for analyzing data to evaluate the current process and process changes. Reviews all data obtained during all quality assurance activities to ensure consistency with company policies and procedures. Provides weekly feedback to the line management on finding with their areas. Follows up with correction plans within appropriate timeframes.

10% Develops new approaches to solve problems identified during quality assurance activities. Keeps management team abreast of significant issues or developments identified during quality assurance activities and actions being taken to improve the situation. Continues to benchmark current processes of the organization to similar industries. Monthly reporting of deviations and makes the appropriate recommendations to the Executive Director.

OTHER ELEMENTS:

5% Maintains a working knowledge of government and industry quality assurance requirements and standards. Assumes an active role on quality management teams within the organization.

3% Designs and implements quality assurance training programs to key personnel in conjunction with managers. Investigates and adjusts customer complaints regarding quality.

2% Other duties as required

PHYSICAL DEMANDS

Sedentary work: duties require exerting up to 10lbs. of force occasionally (10-33% of time) and/or a minute amount of force frequently to lift, carry, push, and pull items such as files. Involves bending, reaching, stooping, and lifting occasionally.

ACCIDENT OR HEALTH HAZARDS:

No unusual accident or health hazards in position.

WORKING CONDITIONS:

Works in a well-lit office area.