

## **JOB DESCRIPTION**

Job Title: **QUALITY ASSURANCE SPECIALIST**

Reports To: Compliance Officer/HRM

Status: Non-Exempt

**GENERAL SUMMARY:** Bee Busy Learning Academy, Inc is seeking a qualified candidate for the Quality Assurance Specialist (QAS) position. The QAS is responsible for the development, revision and implementation of the quality processes and plans for achieving and maintaining program and organizational goals and objectives; monitoring operations to verify adherence to quality plans and requirements; and analysis and investigation of adverse quality trends or conditions and initiation of corrective action. The duties of this position require analytical ability combined with knowledge and application of assurance principles and techniques, and knowledge of pertinent program and agency mission, goals and objectives. The QAS supports the mission, vision and goals of the Agency, promotes, develops, and monitors compliance of the company quality system. Effectively assuring compliance of grant and customer requirements by managing quality policies, standards, procedures, programs and practices while driving and facilitating continuous quality and performance improvement.

**QUALIFICATIONS:** Potential Candidates must have a Bachelor's degree in Business or five years related work experience with a non-profit providing community services. Experience working with a diverse workforce is preferred. Fluency in Spanish as a second language preferred.

### **DUTIES AND RESPONSIBILITIES:**

The QAS is responsible for the quality functions as it relates to all team members, including the implementation, facilitation, and processes of the Agency's programs. Additionally, the Quality Assurance Specialist will monitor the programs to ensure that they are in compliance with the guidelines set forth via the individual grants and Scopes of Services.

- Learn and exemplify the company's mission.
- Monitor overall program and agency quality by conducting and evaluating program tests.
- Monitor, review, and implement processes that will streamline, increase, or heighten Agency programs.
- Work with management to resolve major quality problems through the development of action plans.
- Evaluate and take corrective action when necessary to ensure quality measures are implemented and maintained.
- Work with program staff to develop weekly, monthly and quarterly program reports and ensure reports are submitted to the Executive Management in a timely manner.
- Identifies and evaluates the methods for improving workflow and makes recommendations to the Program Manager for improvement. May assist in program-level policy development.
- Conducts random site visits to audit program performance.
- Report to management on the performance of the QMS and any need for improvement.
- Educate and instruct staff in approved quality procedures.
- Responsible for revising and maintaining a Quality Assurance plan and ensuring that processes needed for the Quality Management System (QMS) are established, implemented and maintained.
- Assist the Compliance/HRM with Human Resource Activities.
- Attend all mandatory trainings and meetings.
- Any other duties as assigned.

❖ **This is a grant-funded position subject to annual renewals.**