

JOB DESCRIPTION

JOB TITLE: Quality Control Specialist

DEPARTMENT:

REPORTS TO: QC Manager

EFFECTIVE DATE:

SUMMARY: Responsible for monitoring an array of quality control systems, conducting quality control reviews and training staff on quality control issues to assure that Quadel meets its performance standards.

DUTIES AND RESPONSIBILITIES:

- Implements and monitors quality control standards; evaluates measures employed and their usefulness; recommends changes as needed.
- Works closely with the Managing Director and Quadel Consulting Corporation to define and develop effective performance indicators and quality control goals and guidelines.
- Conducts quality control secondary file reviews.
- Conducts quality control checks of all automated systems including the document management system.
- Conducts a random sample of follow-up audits to ensure errors detected during initial quality control reviews are corrected in the relevant systems.
- Conducts a random sample audit of files to document compliance with SEMAP, Newark Housing Authority and Quadel Consulting Corporation performance standards.
- Maintains a comprehensive understanding of program regulations and appropriate computer skills, which includes, but is not limited to, full knowledge of Yardi, Visual Homes and Quadel proprietary software systems.
- Develops and issues regular quality control reports, on a monthly or other appropriate interval, including statistical results, analyses and recommendations.
- Trains staff in quality control and program requirements. Coordinates training with program managers on quality control issues, regulatory updates, and other program matters.
- Assists with the Managing Director with annual reviews or other HUD initiated compliance tasks, and any other duties as assigned.
- Consolidates information and prepares executive reports for the Managing Director and corporate offices. Ensures timelines for submission and accuracy of information is met.
- Acts as a general troubleshooter and provides ideas to improve quality control systems.
- Other duties as assigned.

QUALIFICATIONS:

- Bachelor's degree in Finance, Accounting, Business or related field preferred.
- Five years of progressively responsible experience working Housing Choice Voucher Program.
- Experience and/or background in quality process management, ISO and statistical quality tools preferred.
- Must pass the HCV occupancy certification by Quadel within days of hire.

COMPETENCIES:

- **Problem Solving** - Identifies and resolves problems in a timely manner; Gathers and analyzes information skillfully; Develops alternative solutions; Works well in group problem solving situations; Uses reason even when dealing with emotional topics.
- **Technical Skills** - Assesses own strengths and weaknesses; Pursues training and development opportunities; Strives to continuously build knowledge and skills; Shares expertise with others.

- **Customer Service** - Manages difficult or emotional customer situations; Responds promptly to customer needs; Solicits customer feedback to improve service; Responds to requests for service and assistance; Meets commitments.
- **Interpersonal Skills** - Focuses on solving conflict, not blaming; Maintains confidentiality; Listens to others without interrupting; Keeps emotions under control; Remains open to others' ideas and tries new things.
- **Oral Communication** - Speaks clearly and persuasively in positive or negative situations; Listens and gets clarification; Responds well to questions; Demonstrates group presentation skills; Participates in meetings.
- **Written Communication** - Writes clearly and informatively; Edits work for spelling and grammar; Varies writing style to meet needs; Presents numerical data effectively; Able to read and interpret written information.
- **Teamwork** - Balances team and individual responsibilities; Exhibits objectivity and openness to others' views; Gives and welcomes feedback; Contributes to building a positive team spirit; Puts success of team above own interests; Able to build morale and group commitments to goals and objectives; Supports everyone's efforts to succeed.
- **Diversity** - Demonstrates knowledge of EEO policy; Shows respect and sensitivity for cultural differences; Educates others on the value of diversity; Promotes a harassment-free environment; Builds a diverse workforce.
- **Ethics** - Treats people with respect; Keeps commitments; Inspires the trust of others; Works with integrity and ethically; Upholds organizational values.
- **Professionalism** - Approaches others in a tactful manner; Reacts well under pressure; Treats others with respect and consideration regardless of their status or position; Accepts responsibility for own actions; Follows through on commitments.
- **Quality** - Demonstrates accuracy and thoroughness; Looks for ways to improve and promote quality; Applies feedback to improve performance; Monitors own work to ensure quality.
- **Quantity** - Meets productivity standards; Completes work in timely manner; Strives to increase productivity; Works quickly.
- **Attendance/Punctuality** - Is consistently at work and on time; Ensures work responsibilities are covered when absent; Arrives at meetings and appointments on time.
- **Dependability** - Follows instructions, responds to management direction; Takes responsibility for own actions; Keeps commitments; Commits to long hours of work when necessary to reach goals; Completes tasks on time or notifies appropriate person with an alternate plan.

PHYSICAL DEMANDS AND WORK ENVIRONMENT:

- Occasionally required to stand
- Occasionally required to walk
- Frequently required to sit
- Continually required to utilize hand and finger dexterity
- Continually required to talk or hear
- Continually utilize visual acuity to operate equipment, read technical information, and/or use a keyboard
- Occasionally/required to lift/push/carry items less than 25 pounds/ up to 25 pounds/ up to 50 pounds/ more than 50 pounds

The above is intended to describe the general content of and requirements for the performance of this job. It is not to be construed as an exhaustive statement of duties, responsibilities or physical requirements. Nothing in this job description restricts management's right to assign or reassign duties and responsibilities to this job at any time. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.