

## Quality Assurance Officer Job Description

The part-time Quality Assurance Officer is responsible for a variety of clerical duties in support of adult education. Interaction with AE staff and students is an integral part of this position. This staff member will work closely with the Compliance Coordinator and will be responsible for running reports and monitoring data integrity, some direct data entry, and other support activities involving working directly with students as assigned by the District Coordinator or designee. Part-time schedules entail up to 29 hours week.

**Summary:** Under immediate supervision, performs paraprofessional work of routine difficulty; and performs related work as required.

**Distinguishing Features:** An employee in this class will apply advanced skills in navigating computer systems and databases and will develop a thorough familiarity with the regulations governing adult education operations and data maintenance. An employee in this position:

1. Demonstrates a willingness to adapt to complete tasks efficiently and accurately.
2. Displays advanced proficiency navigating and manipulating information in various computer systems.
3. Models professional and ethical standards regarding time management and job performance.
4. Models professional and ethical standards while dealing with students, staff, and community.
5. Possesses strong oral and written communication skills.
6. Works well with a diverse socioeconomic population.
7. Organizes and maintains confidential program and student information physically and digitally.
8. Travels to satellite class locations as needed.
9. Participates in local and state activities/staff development.
10. Works independently with little direct supervision.
11. Works as part of a team.
12. Accepts responsibility and is self-motivated.

## Competencies

1. Following Detailed Instructions
2. Problem Solving
3. Organization
4. Written Communication
5. Time Management
6. Compassion
7. Customer Focus
8. Listening

## **Knowledge**

1. Basic arithmetic applications
2. Advanced computer navigation knowledge
3. Basic knowledge of the structure and content of the English language including the meaning and spelling of words, rules of composition, and grammar
4. Basic office skills such as word processing and managing files and records
5. Strong familiarity with Microsoft Office suite, particularly Excel (or equivalent spreadsheet software)
6. Basic principles for providing customer service

## **Skills**

1. Active learning
2. Active listening
3. Communicating effectively as appropriate for the needs of the audience
4. Critical thinking, problem-solving, and decision-making
5. Reading Comprehension: understanding written sentences and paragraphs in work-related documents
6. Service Orientation: actively looking for ways to help people
7. Social Perceptiveness: being aware of others' reactions and understanding why they react as they do
8. Efficient time management

## **Abilities**

1. Deductive Reasoning: apply general rules to specific problems to produce answers that make sense
2. Adaptability: flexible in various situations and environments
3. Inductive Reasoning: combine pieces of information to form conclusions
4. Multi-Tasking: handle multiple job duties simultaneously
5. Oral Comprehension: understand information and ideas presented
6. Oral Expression: communicate information and ideas so others will understand them
7. Perceptual Speed: accurately compares similarities and differences
8. Selective Attention: concentrate on tasks without being distracted
9. Works as part of a team