



JOB DESCRIPTION

Job Title: Quality Assurance Specialist	Date Created: 06/11/2018
Department:	Date Revised:
Division:	Salary: \$44,416-\$61,969
Grade: 25	FLSA: Non-Exempt

Summary of Duties: Under general supervision, develops and maintains the Quality Assurance Program supporting a formal assessment process by which performance, behavior, and outcomes are compared against multiple standards to ensure compliance, consistency, and accuracy in the delivery of quality service.

Essential Job Functions:

- Under supervision identifies performance areas and measurements which may be measured for purposes of quality assurance.
- Collects, reviews and evaluates radio traffic, emergency and non-emergency police, fire and medical calls for service according to established criteria; provides individual feedback on both nights and day shifts.
- Gathers employee performance data and distributes to Shift Supervisor for individual follow-up with employee; collaborates with the Training Department in the review, development, maintenance, and implementation of public safety telecommunicator training standards and materials.
- Participates in calibration meetings with administration and operations stake holders.
- Represents NTECC on various committees as appropriate.
- Fills in as emergency communications specialist/supervisor as needed.
- Supports the relationship between the NTECC and the general public by demonstrating courteous and cooperative behavior when interacting with citizens, visitors, and NTECC staff; maintains confidentiality of work-related issues and NTECC information; performs other duties as required or assigned.
- Punctual and regular attendance to work.

Management reserves the rights to add, modify, change, or rescind the work assignments of different positions and to make reasonable accommodations so that qualified employees can perform the essential functions of the job.

Knowledge and Skills:

- Principles and practices of confidential records management, and file maintenance; Health Insurance Portability and Accountability Act (HIPPA) and the rules and regulations pertinent to area of assignment.
- Dispatching techniques, practices and procedures.
- Organizing and maintaining accurate files.
- Prioritizing and completing multiple tasks simultaneously.
- Operating a personal computer utilizing standard and specialized software, and entering information with speed and accuracy.
- Adapting to rapidly changing situations and priorities.
- Researching and retrieving data and information from computer files.

MINIMUM QUALIFICATIONS:

- Education: High School Diploma or GED equivalent.
- Experience: Three years of emergency dispatch experience and two years conduction quality assurance checks or evaluating call performance, preferably in a public service environment.
- A valid Texas Driver's License may be required or be able to obtain one within 90 days of employment.
- Must pass a drug screen.

- Must speak English.
- Must be able to pass FBI criminal background fingerprint check and comply with state and federal requirements for criminal justice information security standards.
- Communicating clearly and concisely verbally, and relaying details accurately.

Any work-related experience resulting in acceptable proficiency levels in the above Minimum Qualifications is an acceptable substitute for the above specified education and experience requirements

LICENSE AND CERTIFICATION:

- Position requires successful completion of all required certifications within one year of hire. Certifications include: Telecommunicator Certification from Texas Commission on Law Enforcement (TCOLE), associated quality assurance certifications dependent on current practices.
- Depending on the needs of the NTECC, additional licenses and certifications may be required.

PHYSICAL DEMANDS AND WORKING ENVIRONMENT:

The work behaviors (including duties, responsibilities, function, and tasks) of the position are listed in the above job description and below. All listed qualifications, skills, knowledge, and abilities are considered essential and required.

Work performed is primarily an office classification in a call center/dispatch environment, although standing in work areas and walking between work areas may be required. Finger dexterity is needed to access, enter, and retrieve data using a computer keyboard or calculator and to operate standard office equipment; vision to read printed materials and a computer screen; hearing and speech to communicate in person and over the telephone and radio. Positions in this classification occasionally (daily, weekly or monthly) bend, stoop, kneel, reach, push, and pull drawers open and closed to retrieve and file information. Employees may be required to lift, carry, push, and pull materials and objects weighing up to 25 pounds.

Employees work in an office environment with moderate noise levels, controlled temperature conditions, and minimal direct exposure to hazardous physical substances. Employees may interact with upset staff and/or public and private representatives in interpreting and enforcing departmental policies and procedures.

The position also requires meeting the essential requirements of the Physical Demands and Working Conditions, with or without reasonable accommodation. Work is performed in a fast paced, high volume call center environment; incumbents must remain alert and responsive while coordinating stressful situations in a fluid and dynamic work environment.

The above statements are intended to describe the general nature and level of work being performed and are not intended to be an exhaustive list of all responsibilities, duties and skills which may be required.

NTECC is an Equal Opportunity Employer and encourages applications from all persons without regard to race, creed, color, national origin, religion, gender, age, marital status, disability, sexual orientation, veteran status, or genetic information. NTECC provides reasonable accommodation to its employees and the public with disabilities, including veterans. For more information please contact NTECC.