

# POSITION DESCRIPTION

AGENCY/DEPT ID  
DAS/DAS106495

DIVISION OR INSTITUTION  
General Services Division

UNIT OR OFFICE  
Properties & Facilities

COUNTY OF EMPLOYMENT  
Franklin

Reclassification       New Position       Update      Position Hyperlinked to  Agency Organizational Tree

POSITION NUMBER  
20005712

USUAL WORKING TITLE OF POSITION: Quality Assurance Technician      POSITION NO. AND TITLE OF IMMEDIATE SUPERVISOR: 20005714 Administrative Officer 1

Permanent       Classified      Overtime:  Eligible       Exempt      Bargaining Unit 22  
 Temporary       Unclassified  
 Intermittent       Essential      If FLSA Exempt, exemption type: Administrative      Page 1 of 2

NORMAL WORKING HOURS (Explain unusual or rotating shift):  
FROM: 2:00 p.m. TO: 10:30 p.m. (Monday – Friday)      Report in location subject to change.

## JOB DESCRIPTION AND WORKER CHARACTERISTICS

JOB CODE TITLE  
Administrative Assistant 2

%	Job Duties in Order of Importance	Knowledge, Skills & Abilities
65	Assist in Quality Assurance (QA) program direction by relieving superior of non-routine administrative duties: formulates & implements QA program policy; establishes QA standards on custodial services at all DAS serviced buildings; establishes procedural checklists for QA visits, surveys or audits; monitors performance of contracted personnel; ensures custodial crews maintain clean & safe work environment; ensures proper custodial maintenance is being performed & that custodial products are being used properly; creates & maintains standards by which to measure performance of custodial services; maintains excellent record-keeping on custodial activities & performance (e.g., creates history/performance reports, records results, performance audits); coordinates responses & efforts to custodial issues or problems & ensures resolution; maintains good communication with custodial service provider(s) & customers; initiates correspondence with custodial service provider(s) to resolve complaints & to ensure contract compliance; participates in annual custodial contract negotiations; interviews contracted personnel & customers to evaluate effectiveness of quality assurance programs; interprets findings & submits report of review to superior; serves as liaison between administrator & contracted staff; transmits decisions & directives; represents administrator at meetings & conferences.	Knowledge of (1) quality assurance principles & methods; (2) supervisory principles/techniques; (3) designing performance standards & measures on custodial services & products; (4) employee training & development; (5) interviewing (e.g., external custodial providers); (6) public relations; (7) budgeting; (8) custodial services & product specifications. Skill in (9) operating computer hardware & appropriate software (e.g. Microsoft Outlook, Word, Excel, Access); (10) conducting studies & investigations, problem analysis & developing logical & documented recommendations; (11) conducting performance/ quality audits. Ability to (12) handle sensitive face-to-face inquires & contacts with public; (13) communicate effectively in verbal & written form to include writing accurate letters & reports; (14) define problems, collect data, establish facts & draw valid conclusions; (15) coordinate custodial functions; (16) research & analyze contracted services; (17) monitor manpower needs.
25	Analyzes & resolves contract compliance & specification issues: ensures custodial products purchased fit purpose, meet customer expectations & are legally compliant; verifies specifications of custodial products (e.g., color, scent, weight, texture, strength); inspects custodial products for defects & imperfections; evaluates supplier compliance on quality & delivery requirements (e.g., non-delivery, sub-standard quality, incorrect products); makes recommendations with respect to existing & prospective suppliers; assists in resolving contract compliance issues with existing suppliers; prepares & monitors product inventory levels; processes purchase-related paperwork; helps maintain good public	Knowledge of 1, 3, 4, 6, 7, 8 Skill in 9, 10, 11 Ability to 12, 13, 14, 15, 16, 17, 18  *developed after employment.

apd 5-23-11 al

JOB CODE  
63122

List Position Numbers & Job Titles of Positions Directly Supervised:

SIGNATURE OF AGENCY REPRESENTATIVE: *Paul J. Howard*      DATE: 5-23-11

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Franklin

Reclassification

New Position

Update

Position Hyperlinked to

Agency Organizational Tree

USUAL WORKING TITLE OF POSITION  
Quality Assurance Technician

POSITION NO. AND TITLE OF IMMEDIATE SUPERVISOR  
20005714 Administrative Officer 1

Permanent  
 Temporary  
 Intermittent

Classified  
 Unclassified  
 Essential

Overtime:  Eligible  Exempt

Bargaining Unit 22

If FLSA Exempt, exemption type  
Administrative

Page 2 of 2

NORMAL WORKING HOURS (Explain unusual or rotating shift):

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## JOB DESCRIPTION AND WORKER CHARACTERISTICS

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Job Duties in Order of Importance

Knowledge, Skills & Abilities

10

relations between OPF & suppliers; coordinates distribution of custodial products amongst OPF operated buildings; provides technical advice to aid superior in decision making; prepares & administers program budget.

Performs clerical tasks: conducts electronic & paper filing; maintains records; responds to customer requests & inquiries; responds to other ad hoc requests; enters & retrieves data; attends job-related training opportunities; other duties as assigned.

Skill in 9  
Ability to 12, 13, 14

### Position Specific Minimum Qualifications:

12 months experience managing custodial services & product specifications;

12 months experience in establishing quality assurance program(s) to include: creating standards ensuring quality service/products & designing performance measures.

\*developed after employment.

POSITION NUMBER  
20005712

JOB CODE TITLE  
Administrative Assistant 2

JOB CODE  
63122

List Position Numbers & Job Titles of Positions Directly Supervised:

SIGNATURE OF AGENCY REPRESENTATIVE

DATE

*Paula J. Howard*

5.23.11

*apd 5-23-11 al*