

POSITION DESCRIPTION

AGENCY/DEPT ID
DAS/DAS106490

DIVISION OR INSTITUTION
General Services Division

UNIT OR OFFICE
Properties & Facilities

COUNTY OF EMPLOYMENT
Franklin

POSITION NUMBER 20005712	<input type="checkbox"/> Reclassification <input type="checkbox"/> New Position <input checked="" type="checkbox"/> Update		Position Hyperlinked to <input type="checkbox"/> Agency Organizational Tree	
	USUAL WORKING TITLE OF POSITION Quality Assurance Technician		POSITION NO. AND TITLE OF IMMEDIATE SUPERVISOR See Table of Organization	
	<input checked="" type="checkbox"/> Permanent <input type="checkbox"/> Temporary <input type="checkbox"/> Intermittent	<input checked="" type="checkbox"/> Classified <input type="checkbox"/> Unclassified <input checked="" type="checkbox"/> Essential	Overtime: <input type="checkbox"/> Eligible <input checked="" type="checkbox"/> Exempt If FLSA Exempt, exemption type Administrative	Bargaining Unit 22 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 and work hours subject to change.			

JOB DESCRIPTION AND WORKER CHARACTERISTICS

%	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.

JOB CODE TITLE
Program Administrator 1

JOB CODE
63122

apd 32513al

List Position Numbers & Job Titles of Positions Directly Supervised:	SIGNATURE OF AGENCY REPRESENTATIVE <i>Jeffrey Westhoren/ce</i>	DATE 3/22/13
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General Services Division

UNIT OR OFFICE
Properties & Facilities

COUNTY OF EMPLOYMENT
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
See Table of Organization

Permanent
 Temporary
 Intermittent

Classified
 Unclassified
 Essential

Overtime: Eligible Exempt

Bargaining Unit 22

If FLSA Exempt, exemption type
Administrative

Page 2 of 2

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FROM: 2:00 p.m. TO: 10:30 p.m. (Monday – Friday) Report in location and work hours subject to change.

JOB DESCRIPTION AND WORKER CHARACTERISTICS

%	Job Duties in Order of Importance	Knowledge, Skills & Abilities
10	<p>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.</p> <p>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.</p>	<p>Skill in 9 Ability to 12, 13, 14</p> <p><u>Position Specific Minimum Qualifications:</u></p> <p>12 months experience managing custodial services & product specifications;</p> <p>12 months experience in establishing quality assurance program(s) to include: creating standards ensuring quality service/products & designing performance measures.</p> <p>*developed after employment.</p>

POSITION NUMBER
20005712

JOB CODE TITLE
Program Administrator 1

JOB CODE
63122

List Position Numbers & Job Titles of Positions Directly Supervised:

SIGNATURE OF AGENCY REPRESENTATIVE

DATE

Jeffrey Westhonen/ce

3/22/13

apd 3-25-13 al