

## Class Title: Quality Assurance Inspector

### **BRIEF DESCRIPTION OF THE CLASSIFICATION:**

Under general supervision monitors quality assurance compliance by various service contractors such as custodial, plumbing, painting, electrical, and HVAC. The employee exercises judgment in analyzing facts or circumstances surrounding issues and discretion in the application of policies, procedures, and guidelines, and in selection of appropriate resources for use in accomplishing assigned work. The decisions made affect operations of the work unit and the organization. Work often requires development of recommendations and independent actions consistent with policies, general directives, and broad regulations.

### **ESSENTIAL FUNCTIONS:**

*This information is intended to be descriptive of the key responsibilities of the classification. The following examples do not identify all duties performed by any single incumbent. Specific requirements of individual positions are described in the Job Description.*

Physical Strength Code		ESSENTIAL FUNCTIONS
1	S	Advises service contractors regarding policies, procedures, and acceptability of proposed methods; approves change orders within scope of authority; outlines, monitors and evaluates methods used to perform service contract work; communicates corrective action recommendations to supervisors and other affected parties.
2	S	Communicates with service contractors to clarify work performance requirements as specified in the appropriate contract; conducts and performs quality assurance inspections of service work in progress and/or completed to ensure acceptable quality levels are maintained.
3	S	Investigates and mediates complaints from customers regarding work performed by service contractors; measures and assesses service contractor work activities in relation to applicable City, Commonwealth and Federal guidelines and requirements.
4	S	Measures project performance according to applicable guidelines and standards; reviews service contract work schedules for feasibility.
5	S	Outline, monitors and evaluates methods used to perform service contract work; coordinates work sequences and schedules with service contractors and other interested/affected parties.
6	S	Prepares quality assurance compliance reports; initiates and responds to contractor correspondence.

**CSC Adopted: June, 2006**

**CLASS REQUIREMENTS:**

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Formal Education / Knowledge	Work requires knowledge of a specific vocational, administrative, or technical nature which may be obtained with six months/one year of advanced study or training past the high school equivalency. Junior college, vocational, business, technical or correspondence schools are likely sources. Appropriate certification may be awarded upon satisfactory completion of advanced study or training.
Experience	Four years of relevant experience.
Certifications and Other Requirements	Valid Driver's License.
Reading	Work requires the ability to read documents, proposals, contracts, training material, and technical manuals.
Math	Work requires the ability to perform general math calculations such as addition, subtraction, multiplication and division.
Writing	Work requires the ability to write change orders to contracts and correspondence.
Managerial	Managerial responsibilities include planning meetings, and resolving technical problems.
Budget Responsibility	Prepares documents and conducts research to justify language used in documents for a unit of a department and may recommend budget allocations.
Supervisory / Organizational Control	Job has no responsibility for the direction or supervision of others.
Complexity	Work is governed by broad instructions, objectives and policies. Work requires the exercise of considerable initiative and independent analytical and evaluative judgment.
Interpersonal / Human Relations Skills	Contacts others within the organization. These contacts may involve similar work units or departments within the City which may be involved in decision making or providing approval or decision making authority for purchases or projects. Works with individuals outside the City who may belong to professional or peer organizations. Working with various state and federal agencies may also be required. Vendors and suppliers may also be called upon for information on purchases, supplies or products. Meetings and discussions may be conducted with customers, brokers and sales representatives.

CSC Adopted: June, 2006

**OVERALL PHYSICAL STRENGTH DEMANDS:**

Sedentary X	Light	Medium	Heavy	Very Heavy
S = Sedentary Exerting up to 10 lbs. occasionally or negligible weights frequently; sitting most of the time	L = Light Exerting up to 20 lbs. occasionally, 10 lbs. frequently, or negligible amounts constantly OR requires walking or standing to a significant degree.	M = Medium Exerting 20-50 lbs. occasionally, 10-25 lbs. frequently, or up to 10 lbs. constantly.	H = Heavy Exerting 50-100 lbs. occasionally, 25-50 lbs. frequently, or up to 10-20 lbs. constantly.	VH = Very Heavy Exerting over 100 lbs. occasionally, 50-100 lbs. frequently, or up to 20-50 lbs. constantly.

**PHYSICAL DEMANDS:**

C = Continuously 2/3 or more of the time.	F = Frequently From 1/3 to 2/3 of the time.	O = Occasionally Up to 1/3 of the time.	R = Rarely Less than 1 hour per week.	N = Never Never occurs.
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*This is a description of the way the job is currently performed; it does not address the potential for accommodation.*

PHYSICAL DEMANDS	FREQUENCY CODE	DESCRIPTION
Sitting	C	Computer, desk work, meetings, driving
Walking	F	Inter-office, To/from meetings
Lifting	O	Computers, monitors, printers, boxes
Carrying	O	Computers, monitors, printers, boxes
Reaching	R	Computers, monitors, printers, office equipment, boxes
Handling	O	Computers, monitors, printers, office equipment
Fine Dexterity	C	Computer keyboard, installing computer equipment, telephone keypad, calculator
Kneeling	O	Installing equipment
Crouching	O	Installing equipment
Crawling	O	Inspecting work performed by contractors.
Bending	O	Installing equipment, picking up boxes
Twisting	R	Installing equipment
Climbing	O	Ladders
Balancing	O	Ladders
Vision	C	Computer, desk work, installing equipment, reading, driving
Hearing	C	Staff, supervisor, telephone, meetings, radio, training
Talking	F	Staff, supervisor, telephone, meetings, radio, training, vendors
Foot Controls	F	Driving
Other (specify)	N	

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**MACHINES, TOOLS, EQUIPMENT, AND WORK AIDS:**

Computer, Standard Microsoft Windows and Office software, laser or inkjet printer, Dictaphone recorder, adding machine, 911 telephones, hand tools, portable radio, pager, visual aids, digital equipment, wireless phone.

**ENVIRONMENTAL FACTORS:**

D = Daily	W = Several Times Per Week	M = Several Times Per Month	S = Seasonally	N = Never
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HEALTH AND SAFETY		ENVIRONMENTAL FACTORS	
Mechanical Hazards	M	Dirt and Dust	M
Chemical Hazards	M	Extreme Temperatures	N
Electrical Hazards	M	Noise and Vibration	W
Fire Hazards	N	Fumes and Odors	M
Explosives	N	Wetness/Humidity	M
Communicable Diseases	N	Darkness or Poor Lighting	M
Physical Danger or Abuse	N		
Other (see 1 below)	N		

PRIMARY WORK LOCATION	
Office Environment	X
Warehouse	--
Shop	--
Vehicle	--
Outdoors	--
Other (see 2 below)	--

- (1)
- (2)

**PROTECTIVE EQUIPMENT REQUIRED:**

None.

**NON-PHYSICAL DEMANDS:**

C = Continuously 2/3 or more of the time.	F = Frequently From 1/3 to 2/3 of the time.	O = Occasionally Up to 1/3 of the time.	R = Rarely Less than 1 hour per week.	N = Never Never occurs.
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NON-PHYSICAL DEMANDS	
Time Pressures	F
Emergency Situations	F
Frequent Change of Tasks	O
Irregular Work Schedule/Overtime	O
Performing Multiple Tasks Simultaneously	F
Working Closely with Others as Part of a Team	O
Tedious or Exacting Work	O
Noisy/Distracting Environment	R
Other (see 3 below)	N

- (3)