

Water Authority Position Description

QUALITY ASSURANCE COORDINATOR

Status	Position Code	Level	Date
APPROVED	QACD	P26	Mar 2017

Job descriptions are intended to present a general list of the tasks/duties performed by employees within this job Classification. Job Descriptions are not intended to reflect all duties performed within the job.

POSITION SUMMARY

ANALYZE AND MAINTAIN QUALITY CONTROL LEVELS WITHIN CUSTOMER SERVICE OPERATIONS, INCLUDING BILLING, FISCAL, CALL CENTER, COLLECTION, NEW SERVICE AND METER-READING ACTIVITIES. PREPARE AND MAINTAIN A VARIETY OF REPORTS AND PERFORM A VARIETY OF TECHNICAL TASKS RELATIVE TO ASSIGNED AREA OF RESPONSIBILITY. PROVIDE HIGHLY RESPONSIBLE AND COMPLEX STAFF ASSISTANCE TO HIGHER LEVEL SUPERVISORY OR MANAGEMENT STAFF.

MIN EDUCATION & EXPERIENCE REQ

BACHELOR'S DEGREE FROM AN ACCREDITED COLLEGE OR UNIVERSITY WITH MAJOR COURSE WORK IN BUSINESS, PUBLIC ADMINISTRATION, ACCOUNTING, FINANCE OR A RELATED FIELD, PLUS THREE (3) YEARS OF EXPERIENCE IN QUALITY ASSURANCE OR MEASUREMENT OF PERFORMANCE METRICS, INCLUDING (1) YEAR OF SUPERVISORY OR TECHNICAL LEAD EXPERIENCE IN AN ADMINISTRATIVE CAPACITY.

ADDITIONAL REQUIREMENTS

POSSESSION OF, OR ABILITY TO OBTAIN AND MAINTAIN A VALID AUTHORITY OPERATOR PERMIT (AOP)
POSSESSION OF A VALID NEW MEXICO DRIVER'S LICENSE

SUPERVISION RECEIVED/EXERCISED

RECEIVES GENERAL DIRECTION FROM HIGHER LEVEL SUPERVISORY OR MANAGEMENT STAFF.

ESSENTIAL FUNCTIONS

1. DEVELOP AND IMPLEMENT METHODS TO ANALYZE CUSTOMER SERVICE PRODUCTIVITY AND QUALITY ASSURANCE LEVELS. PROVIDE QUALITY PERFORMANCE RESULTS TO MANAGERS AND MAKE RECOMMENDATIONS TO MAINTAIN ACCEPTABLE PERFORMANCE STANDARDS.
2. PERFORM INTERNAL AUDITS OF BILLING SYSTEM, FISCAL ACTIVITIES, TELEPHONE COMMUNICATIONS AND OTHER PROCESSES TO ENSURE POLICY AND PROCEDURE COMPLIANCE.
3. PREPARE AND MAINTAIN COMPREHENSIVE REPORTS DEFINING CUSTOMER SERVICE'S QUALITY ASSURANCE LEVELS.
4. PARTICIPATE IN THE DEVELOPMENT AND IMPLEMENTATION OF GOALS, OBJECTIVES, POLICIES, AND PRIORITIES. RECOMMEND AND ASSIST IN IMPLEMENTATION OF REVISED POLICIES AND PROCEDURES.
5. COLLABORATE WITH SUPERVISORS, MANAGEMENT AND TRAINING STAFF TO DEVELOP PROCEDURES FOR TRAINING NEW HIRES, EXISTING AND/OR CHANGES TO PROCESSES AND PROGRAMS.
6. MAINTAIN AND UPDATE FILES, RECORDS AND PERFORMANCE TRACKING SOFTWARE PROGRAMS. RETRIEVE RECORDS AND FILES AS NEEDED AND CREATE AD HOC REPORTS USING COMPUTER.
7. ENSURE ALL ACCOUNTS ARE PROPERLY ROUTED AND/OR ASSIGNED WITHIN THE SERVICE AND BILLING CYCLES.
8. RESPOND TO REQUESTS FOR ASSISTANCE FROM THE PUBLIC AND HANDLE DIFFICULT OR ESCALATED INQUIRIES.
9. COORDINATE CUSTOMER SERVICE ACTIVITIES WITH THOSE OF OTHER DIVISIONS AND OUTSIDE AGENCIES AND ORGANIZATIONS.

SUPPLEMENTAL FUNCTIONS

1. ATTEND AND PARTICIPATE IN THE PROFESSIONAL GROUP MEETINGS. STAY ABREAST OF NEW TRENDS AND INNOVATIONS IN THE FIELD OF CUSTOMER SERVICE QUALITY ASSURANCE.
2. PERFORM RELATED DUTIES AND RESPONSIBILITIES AS REQUIRED.

PREFERRED KNOWLEDGE

OPERATIONAL CHARACTERISTICS, SERVICES AND ACTIVITIES OF A CUSTOMER SERVICE PROGRAM
PRINCIPLES OF ACCOUNTING, RECORD KEEPING AND PROJECT MANAGEMENT
METHODS AND PROCEDURES OF CUSTOMER SERVICE BILLING AND COLLECTIONS, INCLUDING ACCOUNT ADJUSTMENTS
PRINCIPLES AND PROCEDURES OF OFFICE ADMINISTRATION
MODERN OFFICE PROCEDURES, METHODS AND EQUIPMENT INCLUDING COMPUTERS
PERTINENT FEDERAL, STATE, AND LOCAL LAWS, CODES AND REGULATIONS
PRINCIPLES AND PROCEDURES OF FINANCIAL/FISCAL RECORD KEEPING AND REPORTING
METHODS OF RESEARCH, ANALYSIS AND REPORT WRITING TECHNIQUES

PREFERRED SKILL/ABILITY

INTERPRET AND EXPLAIN WATER AUTHORITY AND CUSTOMER SERVICE POLICIES AND PROCEDURES
INTERPRET AND EXPLAIN THE WATER AND SEWER RATE ORDINANCE
COLLECT, ANALYZE AND INTERPRET DATA
ESTABLISH AND MAINTAIN EFFECTIVE WORKING RELATIONSHIPS WITH THOSE CONTACTED IN THE COURSE OF WORK
COMMUNICATE CLEARLY AND CONCISELY, BOTH ORALLY AND IN WRITING
PREPARE A VARIETY OF CLEAR AND CONCISE REPORTS AND SCHEDULES FOR AUDITING PURPOSES
RESPOND TO REQUESTS AND INQUIRIES FROM THE GENERAL PUBLIC
WORK INDEPENDENTLY IN THE ABSENCE OF SUPERVISION
MAINTAIN EFFECTIVE AUDIO/VISUAL DISCRIMINATION AND PERCEPTION TO THE DEGREE NECESSARY FOR THE SUCCESSFUL PERFORMANCE OF ASSIGNED DUTIES

WORKING CONDITIONS

OFFICE ENVIRONMENT; EXPOSURE TO COMPUTER SCREENS, WORK CLOSELY WITH OTHERS

PHYSICAL REQUIREMENTS

ESSENTIAL AND MARGINAL FUNCTIONS MAY REQUIRE MAINTAINING PHYSICAL CONDITION NECESSARY FOR SITTING FOR PROLONGED PERIODS OF TIME; LIGHT LIFTING AND CARRYING; AND EXTENSIVE USE OF COMPUTER KEYBOARD