

QUALITY ASSURANCE COORDINATOR

SUMMARY: Under general direction, performs administrative and technical work to implement and monitor the City's Parks and Recreation Department's quality assurance program (QAP); primarily in the areas of grounds maintenance, tree trimming, custodial services, recreation programming, beautification, special events, and other department services areas. This position reports to the Director of Parks and Recreation.

ESSENTIAL FUNCTIONS: *(Essential functions, as defined under the Americans with Disabilities Act, may include the following tasks, knowledge skills, and other characteristics. This list is ILLUSTRATIVE ONLY, and is not a comprehensive listing of all functions and tasks performed by incumbents of this class.)*

DUTIES AND RESPONSIBILITIES: (Which are **not** in any hierarchical order)

1. Performs administrative and technical work to ensure compliance with standards, ordinances, and City and departmental policies as they relate to the operation of parks and recreation facilities city-wide. Conducts and participates in a variety of meetings with the City's Risk Manager, Division Managers and employees to insure their practices and procedures comply with federal, state and local safety codes.
2. Manages department contracts for services to ensure compliance with contract rules and billing.
3. Inspects operations and maintenance of park structures and equipment for compliance with national safety standards, and compliance with quality standards, advises appropriate parties of discrepancies and steps required to resolve problems.
4. Receives and investigates accident reports and complaints pertaining to the safety and health of employees, maintains accident and injury reports; informs Department Director of violations, and recommending follow up steps as necessary.
5. Plans, develops, schedules, directs and implements a year round, quality assurance program (QAP) for all departmental service areas
6. Conducts periodic inspections of all departmental service areas as needed to ensure compliance with the QAP, noting deficiencies and issuing work orders to correct problems;
7. Reviews requests for service or complaints submitted through the Mayor's Response Team. City Hotline and other requests for service;
8. Maintains accurate records using the city's Main Track system and provides weekly, monthly and quarterly reports tracking progress towards benchmarks.
9. Evaluates vendor contracts for conformance with work specifications and performance tracking
10. Manages and monitors department benchmarking program.
11. Advises personnel of operation, maintenance, or safety regulation changes or modifications affecting workplace operations and need for appropriate equipment or supplies.
12. Attends seminars, conferences, workshops, classes, lectures as appropriate, and reviews professional journals and other documents to enhance and maintain knowledge of trends and developments in parks and recreation operation, maintenance, and safety.
13. Audits and makes recommendations regarding customer complaints; reviews and makes recommendations regarding customer surveys.
14. Performs a variety of administrative duties; updating the policies and procedures manual; and other special projects assigned
15. Performs other duties as assigned.

KNOWLEDGE, SKILLS AND ABILITIES:

- Knowledge of parks, recreation and leisure services practices and programs.
- Knowledge of local government functions, policies, and procedures
- Knowledge of principles and practices related to planning, developing, directing and administering quality assurance programs
- Knowledge of quality assurance program coordination concepts, principles, and operation
- Knowledge of Main Track reporting system

QUALITY ASSURANCE COORDINATOR

- Ability to make through operation, maintenance, and safety inspections and prepare clear and concise reports.
- Ability to analyze data and produce related reports.
- Ability to deal tactfully with City officials, contractors, and the general public.
- Ability to prepare and conduct effective training programs.
- Ability to express ideas effectively both orally and in writing.
- Ability to establish and maintain effective working relationships with those contacted in the course of work.

PHYSICAL REQUIREMENTS AND WORK ENVIRONMENT: Must possess physical characteristics to perform essential duties of the job including sit at a desk for long periods of time in front of a computer terminal; intermittently twist and/or bend to reach equipment or supplies; perform simple grasping and fine manipulation; use telephone and computer keyboard on daily basis; use color visual acuity. The City of West Palm Beach promotes and maintains a drug/alcohol free work environment through the use of mandatory pre-employment and random drug testing for certain employees.

MINIMUM QUALIFICATIONS: Graduation from an accredited college or university with a Bachelor's degree in Parks and Recreation, Leisure Services, Public/Business Administration or a closely related field. Minimum two (2) years progressively responsible experience in quality assurance and/or purchasing or an equivalent combination of training and experience which provides the required knowledge, skills, and abilities preferred; Excellent analytical, problem-solving, and communication skills; computer skills; ability to establish and maintain effective working relationships with staff and the general public.

A valid Florida driver's license, required. A valid driver's license from any state (equivalent to a State of Florida Class E) may be utilized upon application; with the ability to obtain the State of Florida driver's license within 30 days from day of appointment.