**Position Title:** Quality Assurance Analyst  
**Contract Length:** 12 Months  
**Date:** 08/08/10  
**Date of Last Revision:** 08/08/10  
**Job Code:** CF0945  
**Pay Grade:** 26  
**FLSA Status:** Exempt

### Job Family – Construction & Facilities Services

**JOB SUMMARY**

This position will serve as the CFS liaison and primary service representative responsible for basic aspects of quality assurance, problem resolution, and daily management of operational support services provided by CFS. Responsible for establishing parameters governing the integrity of current and continuing services provided, in a way that satisfies expectations and standards established by districts administrators; performing in this role, must be responsible for initiating, establishing, and maintaining service-focused relationships with campus administrators, CFS leadership and other service groups to ensure the integrity and continuing services provided while monitoring and measuring quality of these services.

### MAJOR DUTIES & RESPONSIBILITIES

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<th>List most important duties first</th>
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<tr>
<td>1. Utilize knowledge of CFS organization to respond to concerns and requests from principal or other administrative personnel regarding quality and expectations of service provided.</td>
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<td>2. Identify unsatisfactory service initiatives, create action plans that address deficiencies.</td>
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<td>3. Develop service blueprint (CFS Leadership, Customer Care, Planner, campus-based administration) that tracks ongoing nature and status of problem, meet and review measures that lead to problem resolution.</td>
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<td>4. Responds to customer inquiries (campus visitations, inspections, meetings, vendor/contractor intervention) by documenting measures designed to dispose of negative or unfavorable surveys.</td>
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<td>5. Determine best practices designed to address and resolve complaints and oversee improvement standards.</td>
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<td>6. Develop, monitor, maintain and disseminate clear and concise resource information that measures deficiencies, initiate remedies that support improved quality services.</td>
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<td>7. Other duties as assigned.</td>
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Houston Independent School District
Job Description

**EDUCATION**
Prefer some college or Associates degree and/or vocational or technical school

**WORK EXPERIENCE**
3-5 years

**TYPE OF SKILL AND/OR REQUIRED LICENSING/CERTIFICATION**
Microsoft office, SAP, other office equipment, power tools, hand tools and various vehicles.

**LEADERSHIP/SUPERVISORY RESPONSIBILITIES**
No supervisory or direct people management responsibilities. Regularly provides team leadership to a group of two or more employees (that may not be direct reports). Leading and directing is restricted to monitoring work and providing guidance.

**WORK COMPLEXITY/INDEPENDENT JUDGMENT**
Work is substantially complex, varied and regularly requires the selection and application of technical and detailed guidelines. Independent judgment is required to identify, select, and apply the most appropriate methods as well as interpret precedent. Position regularly makes recommendations to management on areas of significance to the department. Supervision received typically consists of providing direction on the more complex projects and new job duties and priorities.

**BUDGET AUTHORITY**
Compiles and organizes data and figures.

**PROBLEM SOLVING**
Decisions are made with greater freedom and discretion, including recommendations that are subject to approval on matters that may affect multiple departments across HISD. Job is frequently expected to recommend new solutions to problems, to improve existing methods/procedures/services and generate new ideas. May also review decisions made by other individuals on more routine matters.

**IMPACT OF DECISIONS**
Decisions have moderate impact to the facility/department or division, causing increased satisfaction or dissatisfaction; producing efficiencies or delays; promoting or inhibiting personal intellectual or professional development; and/or contributing to financial gain or expense. Errors may be serious, usually not subject to direct verification or check, causing losses such as improper cost calculations, overpayment or improper utilization of labor, materials or equipment. Effect usually confined to the organization itself and is short term.

**COMMUNICATION/INTERACTIONS**
Collaborate and solve problems – works with others to resolve problems, clarify or interpret complex information/policies, and provide initial screening/negotiations without approval authority. Interactions are typically with customers, senior level professional staff, and managers.

**CUSTOMER RELATIONSHIPS**
Regularly assesses and diffuses complex, escalated customer issues. Take personal responsibility and accountability for systemic customer service issues. Regularly explores alternative and creative solutions to meeting the needs of the customer within HISD’s policies and guidelines.

**WORKING/ENVIRONMENTAL CONDITIONS**
Work is normally performed in a typical interior work environment which does not subject the employee to any hazardous or unpleasant elements. Repetitive motion: Substantial movements of the wrists, hands, fingers, and/or upper body for sustained periods of time, including using extremities to drag, push, pull or grasp. Sitting: Particularly for sustained periods of time. Work is normally set to specified shifts. This position is expected to be goal and customer service focused. During times of emergencies, outages and project planned work; employees are expected to be on call and available until the event is addressed. During system conversions, extra effort may be required in order to ensure the roll out of the system is successful.