



Job Description

Job Title:	Communication and Quality Assurance Specialist	Job Code:	
Department:	Office of the President	Grade:	I
Date:	June 2005	FLSA:	Non-Exempt

The incumbent in this job is expected to assist the College in achieving its vision and mission. Customer focus, college service, and a willingness to assist as needed are expectations for all employees.

General Function:

Assists in implementing and overseeing quality initiatives and programs.

Characteristic Duties and Responsibilities:

1. Provides administrative support to the Director.
2. Assists in developing and implementing standards addressing quality assurance and learner service.
3. Assists in conducting periodic and regular internal assessments of quality across the college.
4. Supports the Director in facilitating effective internal communication among units and campuses.
5. Demonstrates commitment to providing quality service that meets or exceeds the expectations of internal and external customers.
6. Assists in the development of manuals and materials for the implementation of training and quality issues.
7. Assists in arranging for periodic and regular external assessments of quality across the college.
8. Works with the Director to implement plans for the President's biannual forums.
9. Assists in the revision of college materials to ensure quality and consistency.

Reporting Relationships:

Direction Received: Reports to the Director of Communication and Quality Assurance

Direction Given: No responsibility for the supervision of other employees

Minimum Requirements:

Associate's degree with 1 to 2 years of related experience

Knowledge, Skills, Abilities and Worker Characteristics:

Very good written and oral communication skills

Proficiency in using computer software applications, particularly Microsoft Office

Strong organizational skills in relation to time and project management

Ability to work effectively with people of varying levels of education and diverse backgrounds

Working Conditions:

Typical office environment

The intent of this job description is to provide a representative summary of the essential functions that will be required of positions given this title and should not be construed as a declaration of specific duties and responsibilities of any particular position. Employees will be assigned specific job-related duties through their hiring departments. Specific job-related duties assigned by hiring departments shall be consistent with the representative essential functions listed above and shall not be construed as expanding a particular position's role, scope, FLSA status, or grade.