

**CAREERSOURCE CENTRAL FLORIDA
JOB DESCRIPTION**

JOB TITLE: Quality Assurance Auditor - External
DEPARTMENT: Quality Assurance & Continuous Improvement
REPORTS TO: Director, Quality Assurance & Continuous Improvement
FLSA STATUS: Non-exempt

GENERAL PURPOSE:

Performs senior-level work to review workforce program processes and systems, and audits programs to ensure adherence to CareerSource Central Florida's local operating procedures, and guidelines, while in compliance with, state, and federal guidance and rules. Reviews service delivery to assess quality of contract deliverables, performance expectations, contract assurances, fiscal requirements, and budget versus actual billing. Addresses customer complaints and concerns as assigned and provides administrative support to Equal Opportunity / Equal Access activities.

ESSENTIAL FUNCTIONS:

The list of essential functions, as outlined herein, is intended to be representative of the tasks performed within this job title. It is not necessarily descriptive of any one position in the job title. The omission of an essential function does not preclude management from assigning duties not listed herein if such functions are a logical assignment to the position.

Essential Function
Monitors program case records to ensure compliance with all federal, state, and local policies and procedures; analyzes trends, identifies program deficiencies, and makes recommendation for staff training needs; accurately reports monitoring results to management. Audits service delivery outlined in sub-recipient and vendor training agreements to assess quality of contract deliverables, performance expectations, contract assurances, fiscal requirements, and budget versus actual billing.
Schedules and conducts monthly meetings with department managers and supervisors to review monitoring results and provide recommendations for improvement or best practices
Develops and conducts training and workshops for frontline staff to assist with continuous improvement efforts
Assist with internal/external audits
Other duties as assigned

SUPERVISOR:

Supervision Received - Work is performed under general supervision with latitude for the use of initiative and independent judgment.

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Supervision Performed - No supervisory responsibility required.

MINIMUM QUALIFICATIONS:

Associate's degree; supplemented by three or more years' experience in case management; or an equivalent combination of education, certification, training, and/or experience. Tier I and II Certification is required. After the first year, incumbents must maintain current Tier 1 certification by completing 15 continuing education credits annually.

PREFERRED QUALIFICATIONS:

Experience in workforce development program operations, audits of program information and processes, and quality control reviews.

**Accreditation confirmed by USDOE Database of Accredited Postsecondary Institutions and Programs. <http://ope.ed.gov/accreditation/GetDownloadFile.aspx>*

KNOWLEDGE, SKILLS, AND ABILITIES:

- Knowledge of workforce programs and services
- Knowledge of quality control techniques and methodology
- Knowledge of workforce performance benchmarks and methodology to understand performance data
- Knowledge of budgeting, cost allocation, and fiscal controls
- Skill in time management and work organization
- Skill in the use of Microsoft Office products (Word, Outlook, PowerPoint, Excel, and Access)
- Ability to work independently and meet strict monitoring calendar deadlines
- Ability to create comprehensive reports summarizing monitoring findings
- Ability to read, define problems, analyze, collect data, interpret and communicate related laws and regulations
- Ability to research best practices in program delivery and develop strategies for recommendation on how to apply new learning
- Ability to correctly interpret and efficiently implement all applicable CareerSource Central Florida policies and procedures
- Ability to formulate, interpret or implement management policies or operating practices
- Ability to meet or exceed established performance goals and monitoring standards
- Ability to establish and maintain effective and cooperative working relationships at all levels of the organization
- Ability to communicate effectively orally and in writing
- Ability to follow oral and written instructions

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- Demonstrates professional appearance and attitude as defined by CareerSource Central Florida guidance and policies
- Models CareerSource Central Florida's core values

PHYSICAL REQUIREMENTS:

Tasks involves light physical effort (i.e., some standing and walking, or frequent light lifting of less than 10 pounds); and minimal dexterity in the use of fingers and limbs in the operating of office equipment. Tasks may involve extended periods of time sitting at a workstation and utilizing a keyboard.

ENVIRONMENTAL REQUIREMENTS:

Tasks are regularly performed inside without potential for exposure to adverse conditions, such as dirt, dust, pollen, odors, fumes and/or poor ventilation, wetness, humidity, rain, temperature and noise extremes, machinery and/or moving vehicles, vibrations, electric currents, animals/wildlife, toxic/poisonous agents, gases or chemicals, oils and other cutting fluids, violence and/or disease, or pathogenic substances.

SENSORY REQUIREMENTS:

Some tasks require manual dexterity. Some tasks require visual and hearing acuity. Tasks may involve identifying and distinguishing colors. Tasks require oral communications ability.

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This job description does not constitute an employment agreement between CareerSource Central Florida and the employee and is subject to change by CareerSource Central Florida as the needs of the organization and requirements of the job change.

CareerSource Central Florida is an Equal Opportunity Employer. In compliance with United States Equal Employment Opportunity guidelines and the Americans with Disabilities Act, CareerSource Central Florida provides reasonable accommodation to qualified individuals with disabilities and encourages both prospective and current employees to discuss potential accommodations with the employer.

I have read and understand this job description and hereby certify that I am able to perform this job, with or without reasonable accommodation.

Name (print)

Supervisor's Name (print)

Employee Signature

Supervisor's Signature

Date

Date