



**Job Title:** Quality Assurance Specialist III  
**Date:** 12/14/2023  
**Job Type:** Regular, Full-Time  
**Salary Range:** \$55,000-\$65,000  
**Reports to:** Senior Director of Customer Engagement

**WIT JPID:** 16335634  
**Salary Group:** B-19  
**FLSA Status:** Non-Exempt

To learn more, go to [www.wfscapitalarea.com/joinourteam](http://www.wfscapitalarea.com/joinourteam). Apply online at [www.workintexas.com](http://www.workintexas.com) (Job posting: **16335634**), then email your résumé & cover letter to [HR@wfscapitalarea.com](mailto:HR@wfscapitalarea.com).

#### ORGANIZATION AND PURPOSE

Workforce Solutions Capital Area is a non-profit organization that connects people to jobs. We are a recognized leader in workforce development. Our reputation is built upon collaboration, accountability, and innovation.

The mission of Workforce Solutions Capital Area is to lead the region's workforce development system in support of a world-class workforce. We believe that training and education aligned to the needs of local employers are the foundation of a competitive workforce. We utilize a strategic approach to workforce development, based on analytics, to ensure that programs and services meet the needs of job seekers and employers.

#### GENERAL DESCRIPTION

Performs advanced technical and professional work in the area of quality assurance and compliance. Work involves monitoring and evaluating workforce programs and contractors for performance and compliance with contract terms and conditions, and applicable laws, rules, and policies. Develops risk assessment and monitoring schedules. Coordinates with program staff to identify areas for improvement and technical assistance. Reports to the Senior Director of Customer Engagement. May supervise the work of others. Works with limited supervision and moderate latitude for the use of initiative and independent judgment.

#### EXAMPLES OF WORK PERFORMED

- Monitors and evaluates workforce programs and contractors for performance and compliance with contract terms and conditions and applicable laws, rules, and policies.
- Develops annual risk assessment and monitoring schedule.
- Develops instruments and methodologies for the purposes of program monitoring and evaluation.
- Prepares monitoring and evaluation reports, including summaries, detailed findings, conclusions, and recommendations.
- Performs timely follow-up reviews to ensure that corrective actions have been implemented.
- Recommends changes in contractor operating policies, processes, and procedures as necessary and appropriate for corrective action and continuous improvement.
- Coordinates with program staff to ensure necessary technical assistance and/or on compliance issues is provided to contractors.

- Collects, compiles, and analyzes participant and performance data.
- Conducts desk reviews, file reviews and on-site visits.
- Coordinates monitoring activities with TWC.
- May supervise the work of others.
- Performs related work as assigned.

## **GENERAL QUALIFICATION GUIDELINES**

### **Education and Experience**

Graduation from an accredited college or university with a bachelor's degree in business or public administration, economics, accounting, finance, or a related area. Experience in monitoring. . Experience and education may be substituted for one another. Prefer three to five years progressively responsible experience working with workforce programs (e.g. WIOA, TANF, TAA, SNAP, Child Care, and Equal Opportunity.).

### **Knowledge, Skills and Abilities**

- Knowledge of laws, regulations, and policies for workforce programs.
- Knowledge of monitoring techniques and methodologies.
- Ability to collect, compile, analyze, and evaluate data.
- Ability to write clear and concise reports.
- Ability to work independent and function as an effective team member.
- Strong organizational and time management skills.
- Strong communication (written and oral) and interpersonal skills.
- Knowledge of non-discrimination and Equal Opportunity laws.

### **Other**

- Must be legally eligible to work in the United States.
- Must have a valid Texas driver's license and proof of insurance. Local and regional travel required.

### **Registration, Certification, or Licensure**

- Must possess a valid driver's license and have access to reliable transportation. Local, in-state, and/or out-of-state travel may be required.
- Must be legally eligible for employment in the United States.
- May be subject to a background check (verification of education, employment, references, credit history, and criminal background).

## **WORKFORCE SOLUTIONS CAPITAL AREA OFFERS A COMPREHENSIVE BENEFITS PACKAGE, INCLUDING:**

- Medical, dental, and vision insurance.
- Paid life insurance (Employee/Spouse/Child), long term disability (LTD), and AD&D.
- Supplemental life insurance option (Employee/Spouse/Child).
- Medical and dependent care Flexible Spending Accounts (FSA).
- 401(k) Savings and Investment Plan with company 4% Safe Harbor Contribution.
- Flexible paid time off (accrued vacation and sick leave).
- Paid parental extended leave.
- Paid professional development budget.
- Paid Employee Assistance Program (EAP).