SAN DIEGO UNIFIED SCHOOL DISTRICT
POSITION DESCRIPTION

TITLE: Quality Assurance Office Manager  REPORTS TO: Executive Director, Quality Assurance
DEPARTMENT: Office of Quality Assurance  CLASSIFICATION: Classified Management
FLSA: Exempt  SALARY GRADE: 022
AASD
ISSUED: July 30, 2019

BASIC FUNCTION:
Plan, organize and supervise the operation of a variety of Quality Assurance Office functions including intake of parent, community, staff and student complaints and procedural guidelines for complaints and investigations as assigned; performs difficult and complex technical assignments and supervises assigned staff.

REPRESENTATIVE DUTIES: (Incumbents may perform any combination of the essential functions shown below. This position description is not intended to be an exhaustive list of all duties, knowledge, or abilities associated with this classification, but is intended to accurately reflect the principal job elements.)

E = Essential Functions

Plan, organize and supervise the daily operation of the Quality Assurance Office. E

Assist in the development and implementation of procedural guidelines for the intake of complaints and/or concerns from parents, community, staff and students including bullying, harassment, and intimidation (student-to-student, adult-to-student). E

Assist with administrative detail and perform research, compile data, and prepare technical and/or statistical reports related to complaints and investigations from initiation to completion. E

Organize unit assignments and determine priorities; supervise and train staff. E

Ensure timely and accurate communication of complaint/ concern-related matters with the appropriate stakeholders. E

Assist in the development of quarterly and ad hoc reports of cases managed by the Quality Assurance Office. E

Train, supervise and evaluate the performance of assigned staff; develop work schedules; interview and select employees and recommend transfer, reassignment, termination and disciplinary actions. E

Maintain current knowledge of applicable provisions of federal, state, and district laws, rules and regulations. E

Perform related duties as assigned.
MINIMUM QUALIFICATIONS:

EDUCATION AND EXPERIENCE:
Any combination of education, experience, and/or training equivalent to a degree in business or public administration or related field and three years of relevant experience.

LICENSES AND OTHER REQUIREMENTS:
Valid California driver's license.

KNOWLEDGE AND ABILITIES:

KNOWLEDGE OF:
Presentation, communication, and facilitation techniques to promote collaboration.
Correct English usage, grammar, spelling punctuation, and vocabulary.
Reading and writing English communication skills.
Interpersonal skills using tact, patience, and courtesy.
Methods of statistical analysis and report writing techniques.
Principles and practices of employment, management, and effective supervision.
Operation of standard office equipment, including microcomputers.
Computer software, including Word, Power Point, Excel, Windows, and desktop publishing.

ABILITY TO:
Independently perform highly complex research and special assignments.
Interpret, apply, write, design, and explain district policies, procedures, rules, and regulations.
Learn the procedures, functions, and limitations of assigned duties.
Perform a wide variety of specialized and technical duties.
Maintain confidentiality.
Plan and organize work to meet schedules and time lines.
Understand and follow oral and written directions.
Communicate effectively verbally and in writing.
Establish and maintain cooperative and effective working relationships with all levels of district staff, outside agencies, and the public.
Work effectively with computer software programs including Word, Power Point, Excel, Windows, and the Internet.
Prepare presentations; provide training and use facilitation skills.
Maintain statistical records and prepare comprehensive, highly complex reports.
Analyze situations accurately and adopt an effective course of action.
Work independently with little direction.

WORKING CONDITIONS:

ENVIRONMENT:
Indoor, office setting.

PHYSICAL REQUIREMENTS:
Hearing and speaking to exchange information in person and on the telephone; seeing to read, prepare, and proofread documents; sitting or standing for extended periods of time; dexterity of hands and fingers to operate a computer keyboard and other office equipment; kneeling, bending at the waist, and reaching overhead, above the shoulders and horizontally, to retrieve and store files and supplies; lifting light objects.
ISSUED: 7.30.19
Job Code 1882
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