



Position Description

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| Title: | Quality Assurance Specialist |
| Division: | Executive |
| Department: | Compliance and Quality Assurance |
| Supervisor: | Director of Compliance and Quality Assurance |
| FLSA Status | Exempt |
| Profile: | C |

Overall Position Purpose

This position exists to assist Inteleos with maintaining its quality management systems, including continued ANSI accreditation and assuring ongoing compliance with ISO standards across the organization.

Core Responsibilities

- Maintain all aspects of Inteleos quality management systems and assisting staff as needed with conformance and/or requests for exceptions to established systems.
- Maintain a comprehensive understanding of ISO 17024 standards and ANSI accreditation requirements;
- Participates in and represent the department as needed during discussions related to ANSI and quality assurance matters;
- Coordinate and facilitate the annual ANSI Surveillance Audit process to assure submission quality and documentation requirements are met, including any responses required post-audit;
- Coordinate and ensure completion of the Quarterly Management Report, including but not limited to:
 - Maintaining the submission schedule
 - Working with department leads to ensure all required documentation is received
 - Reviewing the submissions for accuracy and consistency (that it meets QMR reporting requirements)
 - Assembling the submissions into one complete report;
- Coordinate and oversee the Cross-Departmental Procedure Audit;
- Compare preventative action reports, corrective action reports and cross departmental audit results with ISO standards and ANSI accreditation requirements to assure continued compliance;
- Draft, review and maintain ANSI compliant procedures with respect to the Quality Management Process (example – procedures related to QMR processing, the RIA process, etc.) in accordance with established schedules;
- Serve as subject matter expert on all ANSI related QA processes;
- Serve as lead of the Quality Management Team;
- Facilitate the quarterly Community Quality Assurance and organization-wide meetings;
- Coordinate and facilitate all ANSI accreditation application processes for new certification schemes
- Provide overview, orientation and training on ANSI and QMT processes and procedures as needed for new QMT members and employees;
- Assist with Compliance related project or assignments, at the discretion of departmental management;

Required Education/Experience

- Bachelor's degree, Certification or equivalent in a related field; and
- Minimum of two years' experience in an office environment

Required Qualifications/Skills

- Excellent interpersonal skills with the ability to: 1) effectively build and maintain relationships with multiple departments to proactively identify quality management system deficiencies and take corrective action, and 2) interact effectively, efficiently, and professionally with individuals at all levels of the organization as well as external contacts;
- Ability to conduct research and analysis, prepare data for reports and make decisions of moderate complexity involving a limited number of factors, some of which may not be well defined;
- Strong attention to detail and problem solving; Superior analytical skills
- Superior time management and organizational skills;
- Superior verbal and written communication skills, including in the ability to write concise, logical and grammatically correct letters and reports
- Ability to work in a team environment
- Ability to maintain positive attitude under stressful conditions
- General knowledge of Microsoft Office Suite

Inteleos Attributes

- **Accountable** – taking ownership of your work and delivers results. Being responsible for your actions.
- **Collegial** – being helpful, respectful, approachable and team oriented. Building strong working relationships and a positive work environment. Consider the thoughts and opinions of others.
- **Ethical/Integrity**– employee is honest and trustworthy when working with colleagues, volunteers, and other stakeholders. Lead by example.
- **Committed to:**
 - Creating the global standard of excellence in healthcare and patient safety
 - Excellence – Strive to excel in everything you do.
 - Quality – Taking the initiative, extra time, care and vigilance to get the job done right.
 - Continuous Learning
- Have a **Positive “Can-do” Attitude**-being ready, available and willing to get the job done and done well.

Supervisory Environment

- Works under general supervision with well-defined job objectives.
- Makes decisions of moderate complexity regarding work design, projects, etc., which often impact the next organizational layer and may impact a significant organizational function.
- Work projects and products are subject to management review for content, quality and appropriateness.
- Incumbent has no formal supervisory responsibility, though they may provide oversight to other workers.

Work Environment

The incumbent will work at a desk in an office environment. Evening and weekend work, and some travel may be required. There are minimal requirements to lift or move equipment.



This description is intended to provide an overview of the responsibilities of the position. It is not all-inclusive and an incumbent in the position will be expected to perform other duties as required. The responsibilities may change over time. This description is provided for informational purposes only and does not form the basis of a contract.

Received by: _____
Employee Name/Signature

Date: _____