



Title QA Specialist	Department Compliance/Administration
Reports to Director of Operations	FLSA Class Non- Exempt
Supervises others No	Location Phoenix
<u>SHIFT:</u> Typical schedule: Monday to Friday during business hours.	
<u>POSITION SUMMARY:</u> The QA Specialist provides immediate support to the Director of Operations in monitoring HRT processes to ensure overall compliance with HRT operating procedures and applicable contracts, as well as all applicable local, state, federal requirements. This role will ensure compliance to training needs, SOPs, processes and other regulatory or company directives are adhered in order to support the operations and quality requirements for business operations.	
<u>ESSENTIAL FUNCTIONS:</u> <ol style="list-style-type: none"> 1. Files documentation of compliance activities, such as complaints received or investigation outcomes. 2. Files appropriate compliance reports with regulatory agencies. 3. Assists in conducting the internal investigation of compliance issues. 4. Identifies compliance issues that require follow-up or investigation. 5. Reports violations of compliance or regulatory standards to duly authorized enforcement agencies as appropriate or required, as directed by the Director of Operations. 6. Assists in the dissemination and communication of written policies and procedures related to compliance activities. 7. Conducts quarterly (or as requested) internal reviews or audits to ensure that compliance with contract and program standards. 8. Assists the Director of Operations in creating & conducting employee training on compliance related topics, policies, best practice, documentation standards or procedures. 9. Keeps informed regarding pending industry changes, trends, and best practices and assess the potential impact of these changes on organizational processes. 10. Collects and analyzes data from internal and external program reviews/audits. 11. Builds reports, analyzes, and shares data for all HRT programs with the Director of Operations to share with HRT's leadership team. 12. Conducts environmental audits. 13. Assists with operational compliance with regulations or standards. 14. Assists with enhancements in HRT's electronic database. 15. Develops emergency response plans or procedures. 16. Collaborates in the development of organizational policies or programs. 17. Examines marketing materials to ensure compliance with policies or contract requirements. 18. Collaborates with all HRT departments or other groups to improve function or communication. 19. Maintains knowledge of current developments in area of expertise. 20. Maintains regulatory or compliance documentation. 21. Monitors organizational compliance with regulations. 22. Prepares reports related to compliance matters. 	

MARGINAL FUNCTIONS:

- 1. Other duties as assigned, verbally or in written form.

MINIMUM QUALIFICATIONS:

- 1. High School Diploma Required
- 2. Bachelor’s Degree in Business Administration or equivalent professional experience preferred with 2 years of experience in quality assurance or compliance.
- 3. When required, the ability to pass a criminal background clearance check, drug screen, and if requested a physical exam.
- 4. Must be able to maintain a high level of confidentiality.

KNOWLEDGE

- 1. Strong knowledge of overall company operations and policies and procedures.

SKILLS

- 1. Demonstrated ability to manage multiple people and projects.
- 2. Ability to function independently and as a member of a team in a multi-task environment.
- 3. Must have excellent oral and written communication skills.
- 4. Must have excellent organization and time management skills.
- 5. Proficient in the use of computers and associated software.

PERSONALITY/OTHER

- 1. Ability to build and maintain positive internal and external relationships.
- 2. Ability to provide exemplary customer service to all employees and outside constituents.
- 3. Must be flexible and able to handle multiple priorities, with the ability to adjust to high pressure and rapidly changing business conditions.

WORK CONDITIONS and PHYSICAL REQUIREMENTS:

This section identifies "Physical Requirements" of a particular job. All requirements are subject to possible modification to reasonably accommodate individuals with disabilities. Individuals who pose a direct threat or significant risk to the health and safety of themselves or others in the workplace, because physical requirements cannot be eliminated or reduced by reasonable accommodation, will not be considered qualified for employment. Notify the Program Director if you require any accommodation(s) to perform any of the essential functions of this position.

This position will require exerting up to 50 pounds of force occasionally, and/or up to 20 pounds of force frequently, and/or up to 10 pounds of force constantly to move objects.

Physical Requirements	Conditions
<input checked="" type="checkbox"/> Climbing <input type="checkbox"/> Balancing <input checked="" type="checkbox"/> Stooping <input checked="" type="checkbox"/> Kneeling <input checked="" type="checkbox"/> Crouching <input checked="" type="checkbox"/> Reaching <input checked="" type="checkbox"/> Standing <input type="checkbox"/> Walking <input checked="" type="checkbox"/> Pushing <input checked="" type="checkbox"/> Pulling <input type="checkbox"/> Lifting <input checked="" type="checkbox"/> Grasping <input checked="" type="checkbox"/> Seeing <input checked="" type="checkbox"/> Hearing <input checked="" type="checkbox"/> Talking <input checked="" type="checkbox"/> Tactile sense <input checked="" type="checkbox"/> Repetitive motions <input checked="" type="checkbox"/> Visual acuity (color, depth perception and field of vision) <input type="checkbox"/> Minimum of 1 hour of continuous driving per trip	Environment: <input type="checkbox"/> Noise <input type="checkbox"/> Extreme temperatures <input type="checkbox"/> Wet and/or humid <input type="checkbox"/> Dust <input checked="" type="checkbox"/> Limited/office environment Hazards: <input checked="" type="checkbox"/> Physical Activities <input type="checkbox"/> Volatile clientele <input type="checkbox"/> Potential exposure to contagious diseases due to frequent interaction with clientele

IMPORTANT NOTICE:

This position is not limited to those duties in the job description. Duties and responsibilities can be changed, expanded, reduced, or deleted to meet the business needs of Human Resource Training, Inc.. The duties listed above are intended only as illustrations of the various types of work that may be performed. The omission of specific statements of duties does not exclude them from the position if the work is similar, related or a logical assignment to the position.

All employees of this Company are employees at will and, as such, are free to resign at any time without reason. The Company, likewise, retains the right to terminate an employee's employment at any time with or without reason or notice. Nothing contained in this document or any other document provided to the employee is intended to be, nor should it be, construed as a guarantee that employment or any benefit will be continued for any period of time.

ACKNOWLEDGEMENT:

I have read and understand the contents of this Position Description. I also acknowledge that it is my responsibility to notify the Human Resources Manager if I require an accommodation to perform any essential function(s) of this position.

I do* or do not require an accommodation to perform the essential functions of this position.

* Employee Completes the Request for Accommodation Form.

Prepared by: Kristen Taylor, MBA
Title: Director of Compliance

Approved by: Jennifer Kacprowicz, PHR,
SHRM-CP
Title: Director of Human Resources

Employee Name (Please Print)

Date

Employee Signature