UNIVERSITY OF SOUTHERN CALIFORNIA
Quality Assurance Specialist
Job Code: 185043

Grade: I
OT Eligible: Yes
Comp Approval: 1/1/2007

JOB SUMMARY:
Serves as primary auditor for an academic, clinical, research or administrative unit. Performs quality assurance reviews covering areas such as documentation, materials, supplies, processes, systems and services provided. Assists in development of training programs. May work with independent consultants or experts in regulatory affairs and related aspects of quality control to ensure the highest safety standards and practices are implemented.

JOB ACCOUNTABILITIES:

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<th>E/M/NA</th>
<th>% Time</th>
<th>Description</th>
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<td>Conducts and implements the internal audit functions for an academic, clinical, research or administrative unit. Performs quality assurance reviews covering areas such as documentation, materials, supplies, testing, processes, systems and services provided. Determines and develops appropriate controls, procedures and documentation to ensure safety standards, practices and policies and procedures are in compliance with applicable laws, regulations, requirements and standards.</td>
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<td>Identifies and assesses quality assurance problems and refers to management for action. Makes recommendations through detailed status reports.</td>
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<td>Assists in the development of training programs including development and updating of training and procedural manuals.</td>
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<td>Develops and maintains customer complaint program and other relevant programs as assigned.</td>
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<td>Provides guidance, training and/or consultative services on quality assurance procedures; standards and their interpretation; and proper documentation to unit personnel and/or clients. May evaluate the performance of staff in the application and use of protocol, guidelines, policies and procedures and systems.</td>
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<td>Reviews and analyzes records to verify and ensure that necessary policies and procedures have been followed and/or steps have been performed properly.</td>
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<td>Develops, reviews and approves Standard Operating Procedures to ensure operations are in compliance with regulations and unit policies and procedures. Reviews documentation for completeness and accuracy.</td>
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<td>Circulates new or revised Practices documents for review and approval.</td>
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<td>Controls distribution of approved documents such as Standard Operating Procedures, production documents and specifications and Practice documents.</td>
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<td>Assists in liaison with organizations, groups, or personnel such as regulatory agencies, vendors, customers, campus units, staff and/or faculty.</td>
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<td>Establishes and maintains appropriate logs or databases of various conditions on a regular basis.</td>
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Performs other related duties as assigned or requested. The University reserves the right to add or change duties at any time.

*Select E (ESSENTIAL), M (MARGINAL) or NA (NON-APPLICABLE) to denote importance of each job function to position.

**EMERGENCY RESPONSE/RECOVERY:**

- Essential: No
- Yes  In the event of an emergency, the employee holding this position is required to “report to duty” in accordance with the university’s Emergency Operations Plan and/or the employee’s department’s emergency response and/or recovery plans. Familiarity with those plans and regular training to implement those plans is required. During or immediately following an emergency, the employee will be notified to assist in the emergency response efforts, and mobilize other staff members if needed.

**JOB QUALIFICATIONS:**

**Minimum Education:**
- Bachelor's Degree
- Combined experience/education as substitute for minimum education

**Minimum Experience:**
- 2 Years

**Minimum Field of Expertise:**
- General working knowledge and proficiency in the areas of: documentation to comply with regulatory agency requirements and audit procedures. Demonstrated use of various computer software programs. Experience participating in quality assurance activities. Ability to advise on project procedures and analysis techniques.

**Skills: Other:**
- Analysis
- Assessment/evaluation
- Communication -- written and oral skills
- Conceptualization and design
- Consulting
- Interpretation of policies/analyses/trends/etc.
- Knowledge of applicable laws/policies/principles/etc.
- Networking
- Organization
- Planning
- Problem identification and resolution
- Project management
- Teaching/Training

**Skills: Machine:**
- Calculator
- Computer Network (Department or School)
- Computer Network (University)
- Fax
- Personal Computer
Photocopier

Supervises: Level:

May oversee student, temporary and/or casual workers.

SIGNATURES:

Employee: ______________________________ Date: ______________________________

Supervisor: ______________________________ Date: ______________________________

The above statements are intended to describe the general nature and level of work being performed. They are not intended to be construed as an exhaustive list of all responsibilities, duties and skills required of personnel so classified.

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