



**Title: Manager, Quality Assurance**

FLSA Status: Exempt

**BRIEF DESCRIPTION:**

The purpose of this position is to develop standards to be used in implementing capital and maintenance projects and/or programs requiring technical support, and assist in the oversight of construction projects from the quality and conformance perspectives. This is accomplished by developing policy and procedure documentation, working with the District’s engineering and operations staff to refine work processes and build consistency in the work, tracking lessons learned issues to be incorporated in subsequent projects, and working with the District’s operations staff on maintenance programs to develop specific program elements.

**ESSENTIAL FUNCTIONS:**

Note: This information is intended to be descriptive of the key responsibilities of the position. The list of essential functions below does not identify all duties performed by any single incumbent in this position. Additionally, please be aware of the legend below when referring to the physical demands of each essential function.

<b>(S) Sedentary</b> Exerting up to 10 lbs. occasionally or negligible weights frequently; sitting most of the time.	<b>(L) Light</b> Exerting up to 20 lbs. occasionally; 10 lbs. frequently; or negligible amounts constantly; OR requires walking or standing to a significant degree.	<b>(M) Medium</b> Exerting 20-50 lbs. occasionally; 10-25 lbs. frequently; or up to 10 lbs. constantly.	<b>(H) Heavy</b> Exerting 50-100 lbs. occasionally; 10-25 lbs. frequently; or up to 10-20 lbs. constantly.	<b>(V) Very Heavy</b> Exerting over 100 lbs. occasionally; 50-100 lbs. frequently; or up to 20-50 lbs. constantly.
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#	Code	Essential Functions	% of Time
1	S	Establishes standards to be used across the District by developing policy and procedure documentation, drafting and designing standards and guidelines for project cost estimates, etc., working with District staff to refine work processes and build consistency in the work, and identifying and completing training classes to remain current with technological advances.	40%
2	S	Assists in oversight of construction projects by directing participation in construction meetings with contractors, tracking and incorporating information for future projects, and working with District staff on maintenance programs to develop specific program elements.	30%
3	S	Provides management and supervision to departmental staff by providing direction for the prioritization of work assignments, completing performance evaluations, and mentoring and training staff.	20%
4	S	Completes administrative duties by assisting in development and oversight of the departmental budget and updating management on work issues with potential impact to District operations.	10%



**JOB REQUIREMENTS:**

-Description of Minimum Job Requirements-	
Formal Education	<p>Work requires broad knowledge in a general professional or technical field. Knowledge is normally acquired through four (4) years of an accredited college or university resulting in a Bachelor's degree or equivalent in Engineering, Construction Management or a related field.</p> <p>Additional directly related experience beyond the minimum requirement may substitute for the required education based on the ratio of one and a half (1.5) years of experience for each (1) year of education.</p>
Experience	A minimum of seven (7) years of experience in engineering design maintenance, construction projects, and development of standards.
Supervision	Work requires supervising and monitoring performance for a regular group of employees or department including providing input on hiring/disciplinary actions and work objectives/ effectiveness, performance evaluations, and realigning work as needed
Human Collaboration Skills	Recommendations regarding policy development and implementation are made and/or recommended. Evaluates customer satisfaction, develops cooperative associations, and utilizes resources to continuously improve customer satisfaction.
Freedom to Act	The employee normally performs the job by following established standard operating procedures and/or policies. There is a choice of the appropriate procedure or policy to apply to duties. Performance reviewed periodically.
Technical Skills	Advanced: Work requires advanced skills and knowledge in approaches and systems, which affect the design and implementation of major programs and/or processes organization-wide. Independent judgment and decision-making abilities are necessary to apply technical skills effectively.
Budget Responsibility	Position has limited fiscal responsibility. May assist in the collection of data in support of recommendations for departmental budget allocations. May monitor division or program/project level budget and expenditures.
Reading	Advanced – Ability to read literature, books, reviews, scientific or technical journals, abstracts, financial reports, and/or legal documents. Ordinarily, such education is obtained in at the college level or above. However, it may be obtained from experience and self-study.
Math	Advanced – Ability to apply fundamental concepts of theories; work with advanced mathematical operations methods and function of real and complex variables. Ordinarily, such education is obtained in at the college level or above. However, it may be obtained from experience and self-study.
Writing	Advanced – Ability to write editorials, journals, speeches, manuals, or critiques. Ordinarily, such education is obtained in at the college level or above. However, it may be obtained from experience and self-study.



Certification &  
Other Requirements

<b>KNOWLEDGE</b>
<ul style="list-style-type: none"> <li>• Project management principles, practices, methods, and application.</li> <li>• Construction management principles, practices, methods, and application.</li> <li>• Configuration management principles, practices, methods, and application.</li> <li>• Methods of organization, directing, and managing project team.</li> <li>• Principles of supervision, training, employee development, and effective discipline.</li> <li>• Project scheduling, cost estimating, project control, and document control processes.</li> <li>• Contract management principles.</li> <li>• Forecasting and trend analysis methodology required for updates to project schedules and estimates.</li> <li>• Design and construction of civil, track, systems, and structures, including codes and safety regulations.</li> <li>• Quality assurance and quality control methods and practices.</li> <li>• Laws, ordinances, rules, and regulations related to public transportation and standards for public works, transit, or highway construction.</li> <li>• Operations of a comprehensive multi-disciplined maintenance and engineering program.</li> <li>• Safety certification requirements for opening new facilities/extensions for service.</li> </ul>

<b>SKILLS</b>
<ul style="list-style-type: none"> <li>• Advanced word processing, spreadsheet, presentation and database software.</li> <li>• Specialized software related to functional area.</li> </ul>

<b>ABILITIES</b>
<ul style="list-style-type: none"> <li>• Learn the District’s organizational structure and objectives.</li> <li>• Learn management procedures, policies, and agreements of the District.</li> <li>• Learn transit operations requirements related to rail.</li> <li>• Communicate effectively, both orally and in writing.</li> <li>• Prepare and make presentations.</li> <li>• Prepare and conduct effective meetings.</li> <li>• Plan, organize, and direct the work of others</li> <li>• Prepare monthly status reports addressing project scope, schedule and cost.</li> <li>• Provide guidance to multi-disciplined engineering and maintenance program.</li> <li>• Develop, monitor, and manage a budget.</li> <li>• Mentor and motivate staff.</li> <li>• Read, interpret, and modify plans, specifications, and contract documents.</li> </ul>



- Establish and maintain cooperative relations with representatives of federal, state, regional, and local agencies, private contractors, the public, and other stakeholders.
- Negotiate contract agreements with other agencies, utilities, consultants, and contractors.
- Review and prepare correspondence and complete reports.
- Effectively represent the District before the Board of Directors, city councils, other Federal, State, local, and regional agencies, boards and commissions, and before local citizens in public meetings and hearings.
- Select, supervise, train, motivate, assign, evaluate, counsel, and discipline staff.
- Define problem areas and evaluate, recommend, and implement alternative solutions to complex issues and problems.
- Establish cooperative working relationships with staff, contractors, and consultants.



**OVERALL PHYSICAL STRENGTH DEMANDS:**

-Physical strength for this position is indicated below with "X"-

Sedentary	Light	Medium	Heavy	Very Heavy
<b>X</b>				
Exerting up to 10 lbs. occasionally or negligible weights frequently; sitting most of the time.	Exerting up to 20 lbs. occasionally, 10 lbs. frequently, or negligible amounts constantly OR requires walking or standing to a significant degree.	Exerting 20-50 lbs. occasionally, 10-25 lbs. frequently, or up to 10 lbs. constantly.	Exerting 50-100 lbs. occasionally, 10-25 lbs. frequently, or up to 10-20 lbs. constantly.	Exerting over 100 lbs. occasionally, 50-100 lbs. frequently, or up to 20-50 lbs. constantly.

**PHYSICAL DEMANDS:**

C	F	O	R	N
<b>Continuously</b>	<b>Frequently</b>	<b>Occasionally</b>	<b>Rarely</b>	<b>Never</b>
2/3 or more of the time.	From 1/3 to 2/3 of the time.	Up to 1/3 of the time.	Less than 1 hour per week.	Never occurs.

Note: This is intended as a description of the way the job is currently performed. It does not address the potential for accommodation.

-Physical Demand-	-Frequency-	-Brief Description-
Standing	O	Making presentations; observing work site; observing work duties; communicating with co-workers
Sitting	C	Desk work; meetings
Walking	O	To other departments/offices; around work site
Lifting	R	Supplies; files
Carrying	R	Supplies; files
Pushing/Pulling	R	File drawers; tables and chairs
Reaching	R	For supplies; for files
Handling	O	Paperwork
Fine Dexterity	F	Computer keyboard; telephone keypad
Kneeling	R	Retrieving items from lower shelves/ground
Crouching	R	Retrieving items from lower shelves/ground
Crawling	N	
Bending	R	Retrieving items from lower shelves/ground
Twisting	O	From computer to telephone; getting inside vehicle
Climbing	R	Stairs; ladders
Balancing	R	On ladders; on equipment; on step stools
Vision	C	Reading; computer screen; driving; observing work site
Hearing	F	Communicating via telephone/radio; to co-workers/public
Talking	O	Communicating via telephone/radio; to co-workers/public
Foot Controls	O	Driving
Other (specified if applicable)		None.

**MACHINES, TOOLS, EQUIPMENT, SOFTWARE, AND HARDWARE:**

Telephone, copier, fax machine, vehicle, calculator, scanner, computer and associated hardware and software.



**ENVIRONMENTAL FACTORS:**

<b>C</b> Continuously	<b>F</b> Frequently	<b>O</b> Occasionally	<b>R</b> Rarely	<b>N</b> Never
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<b>D</b> Daily	<b>W</b> Several Times Per Week	<b>M</b> Several Times Per Month	<b>S</b> Seasonally	<b>N</b> Never
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-Health and Safety Factors-	
Mechanical Hazards	R
Chemical Hazards	N
Electrical Hazards	R
Fire Hazards	N
Explosives	N
Communicable Diseases	N
Physical Danger or Abuse	N
Other (see 1 below)	N/A

-Environmental Factors-	
Respiratory Hazards	N
Extreme Temperatures	S
Noise and Vibration	N
Wetness/Humidity	N
Physical Hazards	N

(1) N/A

**PROTECTIVE EQUIPMENT REQUIRED:**

Safety shoes, protective eyewear, safety vest, hard hat

**NON-PHYSICAL DEMANDS:**

<b>F</b> Frequently From 1/3 to 2/3 of the time	<b>O</b> Occasionally Up to 1/3 of the time	<b>R</b> Rarely Less than 1 hour per week	<b>N</b> Never Never occurs
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-Description of Non-Physical Demands-	-Frequency-
Time Pressure	R
Emergency Situation	R
Frequent Change of Tasks	O
Irregular Work Schedule/Overtime	R
Performing Multiple Tasks Simultaneously	F
Working Closely with Others as Part of a Team	F
Tedious or Exacting Work	R
Noisy/Distracting Environment	O
Other (see 2 below)	N/A

(2) N/A

**PRIMARY WORK LOCATION:**

Office Environment	X	Vehicle	
Warehouse		Outdoors	
Shop		Other (see 3 below)	
Recreation/Neighborhood Center			

(3)N/A

The above statements are intended to describe the general nature and level of work being performed by individuals assigned to this position. They are not intended to be an exhaustive list of all responsibilities, duties, and skills required. This description is subject to modification as the needs and requirements of the position change.