



QUALITY ASSURANCE OFFICER

JC: 000066
PG: SEIU-11
FLSA: Exempt

PC: 714
BU: 04
Created: August 2012

*Class specifications are intended to present a descriptive list of the range of duties performed by employees in the class. Specifications are **not** intended to reflect all duties performed within the job.*

DEFINITION

Under general supervision, assists the operation in administrative and technical functions; assists in coordinating and monitoring quality assurance activities with other departments, outside vendors and contractors; assists in maintaining and administering quality-related programs such as calibration, budget, manual update, and technical reports; performs analytical studies; performs related work as assigned.

CLASS CHARACTERISTICS

This classification performs various analytical and coordinative duties related to handling daily operations of elements of the Quality Assurance program, assisting the division manager and supervisor, and preparing information for use in division management. This class is distinguished from the Supervisor in that the latter has first line supervisory responsibility for quality assurance activities.

REPORTS TO

Group Manager, Rolling Stock and Shops or his/her designee

EXAMPLES OF DUTIES

1. Assist in maintaining all required documentation for the District's Quality Management System (QMS).
2. Monitors quality assurance aspects of maintenance and modification activities.
3. Works with Engineering and other division and department managers to coordinate provision of quality assurance support for their functions.
4. Evaluates effectiveness of quality assurance programs and recommends improvements.

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5. Works closely with Quality Assurance Materials Receiving Inspector staff in evaluating vendor and supplier acceptable quality levels (AQLs) through periodic audits analysis and review.
6. Prepares and administers internal and external quality assurance audits.
7. Assists in developing and maintaining car status records regarding special programs, quality assurance specifications, technical policies and procedures.
8. Coordinates the District calibration program and repair of all tools and equipment; develops and maintains the calibration program.
9. Collects and analyzes monthly performance, quality metrics and other statistical data using appropriate methodologies. Suggests and facilitates improvement in procedures and processes.
10. Researches and recommends replacements and substitutions for obsolete and unavailable tools and electronic test equipment.
11. Participates in and conducts root cause analysis, tracks corrective action plans and monitors effectiveness of solutions.

QUALIFICATIONS

Knowledge of:

Principles, practices, standards and procedures of quality assurance.

Methods and techniques of transit vehicle maintenance tasks (PM's, trouble shooting and repair procedures).

Techniques and methods for quality program development and evaluation.

Industry codes and standards.

Principles and practices of electrical, electronic, electro-mechanical, mechanical, hydraulic, electro-hydraulic and pneumatic systems.

Principle and practices of electronic static discharge (ESD) principles and cautions/procedures for limiting damage to susceptible systems components and materials.

Principle and practices of manufacturing/assembly process associated with transit vehicle components (wire and cable crimping, circuit board soldering and repair, welding, etc).

Skill in:

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Assessing, planning and coordinating special quality assurance support for other departments.

Assisting in developing special quality assurance training program content.

Preparing clear and concise reports, correspondence and technical documents.

Establishing and maintaining effective working relationships with those contacted in the course of duties.

Assisting in monitoring and evaluating quality assurance elements of work and business processes.

Reading and interpreting engineering plans, drawings, specifications, standards and procedures.

Working with computer (PC) and use of various data analysis and word processing programs.

Reading and interpret complex technical drawings and schematics.

Ability to work with Computerized Maintenance Management Systems(CMMS).

MINIMUM QUALIFICATIONS:

Education

An Associate degree in business and/or public administration or engineering or a closely related field.

Experience

Five (5) years of transit vehicle maintenance and/or quality assurance in maintenance or manufacturing of transit vehicles, or other complex equipment.

Additional technical training in quality assurance is desirable.

Substitution

Additional experience may be substituted for the education on a year-for-year basis; an Associate degree is preferred.

Other Requirements:

Must possess a valid California driver's license and have a satisfactory driving record.

Must be able to obtain ISO 9001 Lead Auditor Certification by the end of the probationary period

Must be willing to work off-hour shifts, holidays and weekends throughout the District.

WORKING CONDITIONS

Environmental Conditions:

Office environment; exposure to computer screens, industrial environment; exposure to dust and loud noises.

Physical Conditions:

Requires maintaining physical condition necessary for sitting, walking, standing for prolonged periods of time.