



Quality Assurance Specialist I

Job Code	20001071	Job Family	Business & Operations Analysis	Professional / Knowledge Worker	
Department	Cust Svc Sup-Training/Quality	Reports to	Sr Mgr Customer Experience	Union Status	Non-Represented
FLSA Status	Non-Exempt	Pay Grade	2054	This Job is a Lead	No
Last Updated	12/1/2022				

Accountability for Workplace Culture

Our PUD values are at the center of our culture. Putting the safety, health, and well-being of our communities and those we work with is valued above all else and everyone on Team PUD must meet this commitment daily. Nothing we do in achieving our Mission is worth a single injury, and all who interact with us must feel they are valued and welcomed as individuals.

Everyone on Team PUD, in all positions, is accountable for achieving this safe and welcoming culture by:

1. Taking full ownership for the safety of themselves and their coworkers, while ensuring everyone feels valued and welcomed.
2. Taking action to identify and eliminate their own and others' at-risk behaviors, including the behaviors that may undermine another's feelings of being welcomed and valued.
3. Following all safety rules and regulations and ensuring the PUD's expectations for conduct and respect are maintained.
4. Openly sharing near-misses, safety learning opportunities, and ways we can learn to be a more welcoming place while encouraging others to do the same.
5. Utilizing Stop Work Authority to intervene with anyone, anytime, in any place.
6. Intervening or seeking guidance to stop actions that are harmful to the wellbeing, health, or sense of belonging of others, and which are detrimental to our PUD values.

Job Summary

The role of the Quality Assurance Specialist is to assist site-level designees in the continuous improvement of the site quality management system and ensure that processes and procedures are developed in line with applicable standards and customer requirements.

Accountabilities

Accountability #1

Demonstrate powerful partnership that serves as a valuable resource for our customers and partners by working collaboratively with users in setting quality expectations, establishing shared goals and plans for goal achievement, communicating about deliverables and processes clearly and effectively, and similar responsibilities.

Accountability #2

Deliver exceptional value to our customers through continual improvement and innovation by scoring the KPIs, analyzing KPI data and metrics, providing accurate, insightful, and meaningful interpretations of the data, effectively communicating the results and related decisions, and similar responsibilities.

Accountability #3

Deliver exceptional value to our customers through continual improvement and innovation by using KPIs and related data to develop call improvement solutions that improve performance, and similar responsibilities.

Accountability #4

Deliver excellent customer experiences through reliable, dependable, predictable service by ensuring the QA Insights are used operationally across the organization to measure customer experience, seek out continuous feedback on the value and relevancy of the QA insights for continuous improvement, partner with areas of the organization to work together to improve shared processes to improve performance, and similar responsibilities.

Accountability #5

Deliver exceptional value to our customers through continual improvement and innovation by understanding management team decision making criteria, resources and constraints, present QA results in a way that is easy to understand, propose ways to use the QA results to Influence the management team to utilize the QA results to impact and reinforce positive behaviors, and similar responsibilities.

Accountability #6

Create a culture of caring, mutual respect and trust that empowers current and future employees to do their best work for the benefit of our team members, customers, partners and stakeholders by assisting the Manager with developing individuals and ensuring team success through continuous process improvements leading to increased efficiency and effectiveness, and similar responsibilities.

Accountability #7

Accountability #8

Accountability #9

Accountability #10

Minimum Qualifications Note

The minimum qualifications listed below are representative of the knowledge, skills, and abilities needed to perform this job successfully, as described in the Accountabilities. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential Accountabilities (duties and responsibilities) of this position. If you need assistance and/or a reasonable accommodation due to a disability during the application or recruiting process, please contact Human Resources at HRRecruiting@snopud.com, or by phone at 425-783-8655.

Qualifications – Education and Experience

Minimum Required Education and Experience:

Bachelor's Degree in Quality Assurance, Business, Information Technology, or related field;

OR

Four (4) years of experience in a Quality Assurance or Lead Call Center Customer Service role.

Preferred Education and Experience:

Qualifications – License(s) and/or Certification(s)

Minimum Required License(s) and/or Certification(s):

Preferred License(s) and/or Certification(s):

Qualifications – Skills and Abilities

Minimum Required Skills and Abilities:

Can quickly find common ground and can solve problems for the good of the organization
Excellent proven communication and written skills
Effectively communicate to leadership
Actively participate in meetings and make valuable contribution
May assist in the development of new methods and procedures
Identify training needs and organize training interventions to meet quality standards
Coach and mentor in a supportive and encouraging way
Excellent interpersonal skills

Preferred Skills and Abilities:

Competencies

The following competencies describe the cluster of behaviors associated with job success in the job group identified as “Professional / Knowledge Worker”.

- Adaptability

- Building Customer Loyalty
- Building Partnerships
- Communication
- Continuous Improvement
- Continuous Learning
- Courage
- Decision Making
- Earning Trust
- Emotional Intelligence Essentials
- Facilitating Change
- Influencing
- Initiating Action
- Innovation
- Leveraging Feedback
- Mentoring
- Planning and Organizing
- Positive Approach
- Professional Knowledge and Aptitude
- Stress Tolerance
- Technology Savvy
- Valuing Differences
- Work Standards

Physical Demands

Physical Demands List

Frequency

Sit	Frequent (34-66%)
Walk	Seldom (1-10%)
Stand	Occasional (11-33%)
Drive	Seldom (1-10%)
Work on ladders	Never
Climb poles or trees	Never
Work at excessive heights (note heights in open text box below)	Never
Twist	Never
Bend/Stoop	Never
Squat/Kneel	Never
Crawl	Never
Reach	Never
Work above shoulders (note specific activity in open text box below)	Never
Use Keyboard /mouse	Frequent (34-66%)

Use wrist (flexion/extension)	Seldom (1-10%)
Grasp (forceful)	Seldom (1-10%)
Fine finger manipulation	Frequent (34-66%)
Operate foot controls	Seldom (1-10%)
Lift (note weight in open text box below)	Never
Carry (note weight in open text box below)	Never
Push/Pull (note specifics in open text box below)	Never
Work rapidly for long periods	Never
Use close vision	Occasional (11-33%)
Use distance vision	Occasional (11-33%)
Use color vision	Occasional (11-33%)
Use peripheral depth perception	Occasional (11-33%)
Speak	Frequent (34-66%)
Hear	Constant (67-100%)

Additional Physical Demands not listed above and associated frequency below.

Mental Demands

Communication

	Frequency
Understand and carry out simple oral instructions	Occasional (11-33%)
Understand and carry out complicated oral instructions	Seldom (1-10%)
Train other workers	Seldom (1-10%)
Work alone	Frequent (34-66%)
Work as a member of a team	Occasional (11-33%)
Follow standards for work interactions	Constant (67-100%)
Write communications for clarity and understanding	Constant (67-100%)
Speak with clarity with others	Constant (67-100%)

Comprehension

	Frequency
Read and carry out simple instructions	Frequent (34-66%)
Read and carry out complicated instructions	Seldom (1-10%)
Retain relevant job information	Constant (67-100%)

Reasoning

	Frequency
Read and interpret data	Constant (67-100%)
Count and make simple arithmetic additions and subtractions	Seldom (1-10%)
Use intermediate and/or advanced math	Never

Organization

Frequency

Plan own work activities	Frequent (34-66%)
Plan work activities of others	Seldom (1-10%)
Direct work activities of others	Seldom (1-10%)
Resilience	Frequency
Work under pressure	Occasional (11-33%)
Work for long periods of time	Occasional (11-33%)
Work on several tasks at the same time	Occasional (11-33%)

Additional Mental Demands not listed above and associated frequency below.

Work Environment

Environmental Conditions List	Frequency
Exposure to weather	Never
Wet and/or humidity	Never
Atmospheric conditions	Never
Confined/restricted working environment	Never
Vibratory Tasks – High	Never
Vibratory Tasks – Low	Never

Additional Environmental Conditions in this job not listed above and the associated frequency below.

Risk Conditions List	Frequency
Exposure to Heights	Never
Exposure to Electricity	Never
Exposure to Toxic or Caustic Chemicals	Never
Working with Explosives	Never
Exposure to Radiant Energy	Never
Extreme Cold	Never
Extreme Hot	Never
Proximity to Moving Mechanical Parts	Never
Noise Intensity	Never
Exposure to animals	Never
Working with angry customers	Never

Additional Risk Conditions present in this job not listed above and the associated frequency below.

On-Call Status and Frequency

On-Call is required.

- Yes
- No

On-call activities and frequency.

Occasionally - 1x quarter or 4-6 times a year May be called in to cover a shift.

Work Location

The primary assignment for this position is:

- Remote
- Office Hybrid
- On-Site
- Field/Job Site

While this description has provided an accurate overview of responsibilities, it does not restrict management's right to assign or reassign duties and responsibilities to this job at any time. This position description is designed to outline primary duties, qualifications, and job scope, but not limit our employees or the organization to complete the work identified. In order to serve our customers best, each employee will offer their services wherever and whenever necessary to ensure the success of the District in serving our customers, to further the safety, health, and inclusivity of employees and the public, and achieve expectations of the District overall, while also remaining flexible in recognition of the employee's wellbeing.