

CLASS TITLE: PSC QUALITY ASSURANCE MANAGER

PURPOSE OF THE CLASSIFICATION: Under general direction is responsible for coordinating the quality assurance program and management of the accreditation compliance for the 911 Public Safety Communications (PSC) Department and performs other related assigned duties.

ESSENTIAL TASKS:

- Manages the full range of activities for the quality assurance and accreditation program to ensure compliance with regulations and accepted industry standards
- Evaluates and monitors the program structure, operations, related resources and recommends and establishes approved cost-effective procedures
- Participates as a member of PSC's management team
- Manages and maintains compliance with standards and criteria of Tulsa Police, County Sheriff and Fire Departments, other contracted agencies and CALEA (Commission on Accreditation for Law Enforcement Agencies)
- Maintains liaison with regulatory agencies ensuring compliance with applicable federal, state and local regulations, including City and departmental policies
- Provides direction for staff training and safety programs, ensuring QA program integrity
- Manages projects as requested
- Acts as PSC Director or designee during temporary absences
- Provides state of the art technical capabilities to ensure implementation of effective quality programs
- Must report to work on a regular and timely basis

Reasonable accommodations may be made to enable individuals with disabilities to perform the essential tasks.

QUALIFICATIONS:

Training and Experience: Graduation from an accredited college or university with a bachelor's degree in public safety/health, communications, business or a closely related field and five (5) years of progressively responsible experience, including two (2) years as a qualified and recognized public safety quality assurance manager.

Knowledge, Abilities and Skills: Comprehensive knowledge of the procedures, equipment and technology related to the implementation of quality assurance programs and considerable knowledge of relevant laws, regulations, policies, procedures, accreditation and training requirements. Ability to prepare clear, concise and comprehensive reports and maintain records; ability to provide direction for staff training and safety program activities; ability to define issues, analyze problems, evaluate alternatives and develop independent recommendations; ability to perform office and administrative tasks; and the ability to utilize the highest level of interpersonal skill in order to understand, select, develop and motivate people at any level within or outside the organization.

Physical Requirements: Physical requirements include arm and hand steadiness and finger dexterity enough to use a keyboard and telephone; occasional lifting up to 20 pounds; occasional carrying up to 10; may be subject to walking, standing, sitting, reaching, balancing, bending, kneeling, crawling, handling, feeling, climbing, smelling and twisting; and vision, speech and hearing sufficient to perform the essential tasks.

Licenses and Certificates: Possession of a valid Oklahoma Class "D" Operator's License; and national certification in quality management or assurance or a related specialty preferred.

WORKING ENVIRONMENT: Working environment is primarily indoors in an office setting with some shift work.

Class Code: 2532

EEO Code: N-02

Pay Code: AT-44

Page 2 (continued from PSC Quality Assurance Manager)

Group: Engineering, Planning & Technical
Series: Communications, Operations & Maintenance

Effective date: January 17, 2012