



# Quality Assurance & Accreditation Specialist

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**Classification:** 770

**Reports to:** Program Manager

**Division:** Administration

**Direct Reports:** N/A

**FSLA:** Non Exempt

**JOB DESCRIPTION:** This position performs specialized analysis, administrative work and reporting for the agency quality assurance and accreditation programs for 911 Call Taking Dispatching of Police, Fire and Medical. The job responsibilities will be split approximately 75% of Quality Assurance and 25% of Accreditation.

**ESSENTIAL JOB FUNCTIONS:** Candidates must be able to perform these essential job functions with or without reasonable accommodation.

- Coordinate the agency's quality assurance processes including but not limited to: providing and coordinating call taking/dispatching case reviews; training case reviewers; ensuring timely completion, feedback and reporting on case reviews.
- Organize and maintain the agency's accreditation processes (e.g., CALEA - Commission on Accreditation of Law Enforcement Agencies and IAED International Academy of Emergency Dispatch).
- Review, analyze and report on quality assurance and accreditation standards and processes
- Reports on, analyzes and recommends changes to policies, procedures and training on quality assurance.
- Coordinate with the agency training program appropriate training for agency and user agency personnel based on the results of quality assurance and accreditation audits.
- Assist in creating and conducting training for Agency and user agency personnel regarding quality assurance and accreditation
- Work closely with others to facilitate the creation, review and updates of policies, directives and standard operating procedures.
- Represent the Agency in forums such as service relationships and public presentations
- Attend conferences, conventions or other various meetings and trainings to stay up-to-date on trends in public safety call taking and dispatching, quality assurance and accreditation.
- Performs a variety of professional/technical support of programs.
- Provide analysis of program operations
- Prepares technical reports requiring analysis of policies, procedures and standards.
- Provides information on applicable local, state, federal codes, regulation and standards as it pertains to the scope of the position.
- Prepares summary reports, documents, requiring research and analysis of program policies, procedures and standards to make recommendations for improvements
- Extract data and analyze project tracking systems and other information systems required for studies, projects and programs recommendation in collaboration with other departments and managers
- Participates in planning and implementation of specialized programs in coordination with other departments and managers.
- Participate as needed during emergencies, including emergency operations center activations.
- Develop and maintain excellent working relationships with all personnel, user agencies, the public, etc.
- Performs other duties as assigned.

**MINIMUM JOB QUALIFICATIONS:** Any combination of qualifications demonstrating a candidate's knowledge, skills and abilities to successfully perform the work will be considered.

- At least four years of responsible communications call taking and dispatching experience in police, fire and emergency medical.



- CRESA's *specific* equipment and procedural expertise is not a pre-requisite, though an incumbent must demonstrate sufficient knowledge and understanding of CRESA's operations to come up to speed quickly, understand staff responsibilities
- At least four years of administrative experience
- Proven ability to with prioritization, organization and documentation.

**Knowledge of:**

- Quality assurance, accreditation and records management standards and requirements
- Agency and public safety directives, policies and procedures
- Type of information that is allowed to be broadcast over Federal Communications Commission (FCC) radio systems
- Effective interpersonal communication methods and techniques used in the work
- Agency computer systems and programs including computer aided dispatch (CAD), enhanced 911 (ANI/ALI), and automatic vehicle location (AVL) programs

**Ability to:**

- Pay strict attention to detail and accuracy
- Maintain impartiality and neutrality when evaluating and reporting employee performance
- Provide constructive support and feedback to help others follow systematic improvements
- Provide support, training and/or coaching to ensure quality standards are met
- Support conclusions and recommendations with facts, policies and standards
- Deliver information concisely with tact and diplomacy
- Handle and effectively respond to subject matter and procedural questions and objections
- Communicate effectively orally and in writing
- Maintain effective working relationships

**Physical / Sensory Requirement:**

The following characteristics describe the most common ways this position's essential functions and job tasks are performed. Any incumbent or candidate for this position must be able to perform the essential functions and job tasks with or without reasonable accommodation.

Sight and Vision	Frequency	Criticality of Requirement
<ul style="list-style-type: none"><li>• <i>Close / Fine Visual Acuity.</i> Differentiate and comprehend visual effects of subtlety or precision.</li></ul>	Daily	Important
<ul style="list-style-type: none"><li>• <i>General Visual Acuity.</i> Differentiate and comprehend visual effects of general size, shape and distance.</li></ul>	Daily	Important
Hearing	Frequency	Criticality of Requirement
<ul style="list-style-type: none"><li>• <i>General / Broad Hearing.</i> Differentiate and comprehend:<ul style="list-style-type: none"><li>○ Audio effects or noises (ambient or intrusive) of pitch, volume or tone within the 'normal range'</li></ul></li></ul>	Daily	Important
<ul style="list-style-type: none"><li>○ Voices (ambient or intrusive) in face-to-face settings, in groups with multiple speakers, over the phone, by radio, etc. of pitch, volume or tone within the 'normal range'</li></ul>	Daily	Important
<ul style="list-style-type: none"><li>○ Verbal speech, language, accents and vocal sounds including the subtleties of speech communication such as intonation, inflection, emphasis and nuance.</li></ul>	Daily	Important
Speech	Frequency	Criticality of Requirement
<ul style="list-style-type: none"><li>• <i>General Speech.</i> Communicate orally; express thoughts and emotions by word, sound and gesture.</li></ul>	Hourly / Constantly	Very Important
Touch	Frequency	Criticality of Requirement



## Job Description

<ul style="list-style-type: none"> <li>• <i>Basic Repetitive Hand / Arm Motion.</i> Make regular movement (motion) of wrist, hand, fingers, elbow, shoulder, etc. to type, use computer mouse, etc.</li> <li>• <i>Reach.</i> Stretch or extend hand, arm, foot, etc. away from body to touch or meet another object.</li> <li>• <i>Grasp.</i> Seize and hold object with fingers, palm, arms.</li> <li>• <i>Lift.</i> Move object upward to a higher position; hoist. Typical weight lifted does not exceed 10 lbs.</li> <li>• <i>Push / Pull.</i> Exert force to move objects towards or away self. Typical pressure doesn't exceed 20 lbs.</li> </ul>	Hourly / Constantly	Very Important
	Hourly / Constantly	Very Important
	Daily	Important
	Weekly / Monthly	Slightly Important
	Weekly / Monthly	Slightly Important
<b>Physical Coordination</b>	<b>Frequency</b>	<b>Criticality of Requirement</b>
<ul style="list-style-type: none"> <li>• <i>Sit.</i> Remain in seated position to accomplish work.</li> <li>• <i>Stand.</i> Remain in upright position, motionless or steady on the feet to accomplish work.</li> <li>• <i>Walk.</i> Move about or travel on foot to accomplish work.</li> <li>• <i>Drive.</i> Operate a motor vehicle to get oneself or others to and from various work locations.</li> </ul>	Hourly / Constantly	Important
	Weekly / Monthly	Slightly Important
	Daily	Important
	Weekly / Monthly	Important
<b>Working Memory</b>	<b>Frequency</b>	<b>Criticality of Requirement</b>
<ul style="list-style-type: none"> <li>• <i>Audio Memory.</i> Retain and retrieve information gained via audio sources.</li> <li>• <i>Visual Memory.</i> Retain and retrieve information gained via visual sources.</li> </ul>	Hourly / Constantly	Very Important
	Hourly / Constantly	Very Important
<b>Comprehension</b>	<b>Frequency</b>	<b>Criticality of Requirement</b>
<ul style="list-style-type: none"> <li>• <i>Rapid Comprehension &amp; Application.</i> Grasp meaning, nature, or importance of information, then quickly and correctly apply knowledge to work or situation.</li> <li>• <i>Complex Comprehension &amp; Application.</i> Grasp the meaning, nature, and importance of complex, ambiguous or difficult information, and correctly apply knowledge to work or situation.</li> </ul>	Weekly / Monthly	Very Important
	Weekly / Monthly	Very Important
<b>Environmental Working Conditions</b>	<b>Frequency</b>	<b>Criticality of Requirement</b>
<ul style="list-style-type: none"> <li>• <i>No Substantial Hazards.</i> Position is not substantially exposed to adverse environmental conditions.</li> </ul>	--	--
<b>Level of Physical Activity</b>	<b>Frequency</b>	<b>Criticality of Requirement</b>
<ul style="list-style-type: none"> <li>• <i>Sedentary Work.</i> Work primarily requires exerting up to 10 lbs of force occasionally and/or a negligible amount of force frequently or constantly to lift, carry, push, pull or otherwise move objects, including the human body. Sedentary work involves sitting most of the time. Jobs are sedentary if walking or standing are required only occasionally and all other sedentary criteria are met.</li> </ul>	Hourly / Constantly	--

### EQUAL OPPORTUNITY EMPLOYER

CRESA is an equal opportunity (EEO) employer and does not unlawfully discriminate on the basis of race, color, national origin, religion, age, gender, sexual orientation, marital status, disability, genetic information, veteran status or any other basis prohibited by federal, state or local law. Recruitment processes are conducted to ensure open competition, equal employment opportunity and prohibit discrimination. Women, minorities, veterans, and persons with disabilities are encouraged to apply. CRESA will provide reasonable accommodation for persons with disabilities during the selection process if requested. Applicants are responsible to notify the Human Resources Manager of the accommodation needed at the time of application or at least two days prior to the date needed. For an alternate format of this information, contact ADA Compliance Office: (360) 992-9205. Washington Relay Service – 7-1-1 or (800) 833-6368

### IMMIGRATION LAW NOTICE

Only U.S. Citizens and aliens lawfully authorized to work in the United States will be hired. All new employees will be required to complete and sign an Employment Eligibility Verification form and present documentation verifying identity and employment eligibility.