

UAW-Labor Employment and Training Corporation

JOB DESCRIPTION

JOB TITLE

Client/Quality Assurance Specialist

JOB STATEMENT

The Client/Quality Assurance Specialist will evaluate the progress of clients and their satisfaction with career center services by providing statistical analysis and written reports of findings and will conduct follow-up activities and refer clients to appropriate services.

ESSENTIAL FUNCTIONS

1. Develop client satisfaction surveys and make calls to clients to obtain survey information.
2. Identify and assess client needs through client surveys
3. Record survey results for each client into the MIS system.
4. Analyze data gathered in client satisfaction surveys and provide written reports, including statistical analysis of survey results.
5. Report survey results to the management team.
6. Suggest improvements to enhance client satisfaction from information based on data analysis of survey results
7. Handle complaints and provide appropriate solutions and alternatives; follow up to ensure resolution.
8. Demonstrate best practices and provide coaching to improve career center services
9. Provide tools and training solutions to address gaps in service to client.
10. Write standard operating procedures that will enhance client experience in the career center.
11. Monitor and assess the effect of new procedures and processes on client satisfaction.
12. Maintain comprehensive information on all Career Center services, calendars, and referral processes.
13. Conduct follow-up activities and document all required information in a timely manner.
14. Update client information in the MOVOS system in a timely manner.
15. Ensure clients have access to resources necessary to achieve training and employment goals.
16. Refer clients to necessary services available both inside and outside of the career center to assist with meeting career and training goals.
17. Answer telephone and respond to client inquiries.
18. Assist with presentations as required.
19. Attend required training sessions.
20. Knowledge of computer applications related to the position.
21. Other job related duties as assigned.

JOB SPECIFICATIONS

1. Bachelor's degree preferred or previous experience in closely related field.
2. Minimum of 2 years experience in social work, employment, training, education or closely related field.
3. Understanding of WIOA particularly program mandates and performance outcome requirements.
4. Knowledge of labor market information and industry trends.
5. Knowledge of MS Office (Word, Excel, Outlook, Access) with typing of at least 45 WPM.
6. Strong written, oral, and interpersonal communication skills.