
Auburn University Job Description

Job Title: **Quality Assurance Inspector**

Job Family: No Family

Job Code: **NA27**

Grade 29: \$25,000 - \$41,700

FLSA status: Non-exempt

Job Summary

Reporting to the Manager, Contract Services, conducts inspections of assigned campus buildings to ensure that an appropriate level of quality of custodial services are provided.

Essential Functions

1. Inspects the condition of occupied and common areas within campus buildings in accordance with establishes performance standards and identifies cleaning and repairs that need to be reported to maintenance.
2. Performs scheduled and random building inspections with or without custodial contractor of custodial services in contracted buildings.
3. Collects, assembles, stores, files, and distributes data from inspection software for creating metrics and improving processes. Creates reports from data collected utilizing the smart inspect system.
4. Follows-up with inspections on resolution action plans established to resolve day-to-day issues and concerns with contracted services.
5. Performs quality assurance on contract management work orders to ensure contractual requirements are met.
6. Works cooperatively with building occupants and facilities managers to ensure a high standard of safety, cleanliness, and efficiency of building operations.
7. Performs other related duties as assigned.

Supervisory Responsibility

May be responsible for training, assisting or assigning tasks to others. May provide input to performance reviews of other employees.

The above essential functions are representative of major duties of positions in this job classification. Specific duties and responsibilities may vary based upon departmental needs. Other duties may be assigned similar to the above consistent with the knowledge, skills and abilities required for the job. Not all of the duties may be assigned to a position.

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Minimum Required Education and Experience

	<u>Minimum</u>	<u>Focus of Education/Experience</u>
Education	High School	High School Diploma or equivalent
Experience (yrs.)	2	Experience in custodial care services or quality assurance.

Substitutions allowed for Education:

Indicated education is required; no substitutions allowed.

Substitutions allowed for Experience:

Indicated experience is required; no substitutions allowed.

Minimum Required Knowledge

General knowledge of custodial service standards and custodial practices and methods. General understanding of the expectation and skills in organizing and conducting inspections of service delivery. Basic knowledge of minor repair techniques and building maintenance. Basic knowledge of smart phones, tablets, and other office related computer applications, copiers, and printers.

Certification or Licensure Requirements

Valid Driver's License required.

Physical Requirements/ADA

Occasional and/or light lifting required. Limited exposure to elements such as heat, cold, noise, dust, dirt, chemicals, etc., but none to the point of being disagreeable. May involve minor safety hazards where likely result would be cuts, bruises, etc.

Routine deadlines; usually sufficient lead time; variance in work volume seasonal and predictable; priorities can be anticipated; some interruptions are present; involves occasional exposure to demands and pressures from persons other than immediate supervisor.

Job frequently requires standing, walking, reaching, talking, hearing, handling objects with hands, .

Job occasionally requires sitting, climbing or balancing, stooping/kneeling/crouching/crawling, and lifting up to 25 pounds.

Vision requirements: Ability to see information in print and/or electronically.

Date: 7/31/2019
