

JOB INFORMATION

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| Job Code | NA46 |
| Job Description Title | Dir, Quality Assurance |
| Pay Grade | FM21 |
| Range Minimum | \$100,160 |
| 33rd % | \$130,200 |
| Range Midpoint | \$145,230 |
| 67th % | \$160,250 |
| Range Maximum | \$190,300 |
| Exemption Status | Exempt |
| Organizational use restricted to the following divisions | 102 Vice President-Facilities Mgmt |
| Approved Date: | 3/4/2025 10:28:27 AM |

JOB FAMILY AND FUNCTION

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|---------------|---------------------------------------|
| Job Family: | Facilities, Maintenance, & Operations |
| Job Function: | Construction Management |

JOB SUMMARY

Reporting directly to the Vice President of Facilities Management and in coordination with the Associate Vice Presidents of Operations and Planning, Design & Construction, the Director, Quality Assurance oversees quality assurance processes to ensure design and construction documents adhere to standards, policies, and regulations. This position manages the University Engineer and Inspections staff, develops and maintains design and construction standards, and collaborates with Campus Planning. Recognized as an organization-wide expert, the Director, Quality Assurance leads critical programs, formulates strategies, and advises Facilities Management leadership on deferred maintenance, engineering, design, and construction of facilities.

RESPONSIBILITIES

- Develops and maintains a robust system for monitoring facility construction and inspection operations, including documentation procedures ensuring compliance.
- Conducting quality audits and inspections - Regularly assessing construction progress in alignment with contract documents, via construction inspection staff.
- Analyzes data and reporting metrics to track key performance indicators related to standards compliance and construction quality, identifying trends, measuring effectiveness, and informing decision-making.
- Leads continuous improvement initiatives by identifying opportunities to optimize operations, streamline processes, and enhance service and quality through data-driven analysis and implementation of corrective actions.
- Staff training and development - Assist in developing standards to educate staff on quality standards, inspection and best practices to ensure consistent performance.
- Develops standards in collaboration with Planning, Design and Construction staff to evaluate and monitor the quality of services provided by external contractors and vendors, ensuring they meet established standards.
- Compliance management - Stay informed about relevant regulatory requirements, ensuring project efforts adhere to applicable safety and environmental standards.
- Assists external contractors in investigating design and construction-related incidents or complaints, ensuring proper documentation and corrective actions are taken to prevent recurrence.
- Works closely with peer Directors within AUFG to ensure alignment with quality objectives, facilitate smooth transition between the construction phase, closeout and occupancy of facilities.
- Implements and monitors electronic Inspection Request program in an effort to maintain procedural consistency.

SUPERVISORY RESPONSIBILITIES

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| Supervisory Responsibility | Full supervisory responsibility for other employees is a major responsibility and includes training, evaluating, and making or recommending pay, promotion or other employment decisions. |
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MINIMUM QUALIFICATIONS

To be eligible, an individual must meet all minimum requirements which are representative of the knowledge, skills, and abilities typically expected to be successful in the role. For education and experience, minimum requirements are listed on the top row below. If substitutions are available, they will be listed on subsequent rows and may only be utilized when the candidate does not meet the minimum requirements.

MINIMUM EDUCATION & EXPERIENCE

| Education Level | Focus of Education | | Years of Experience | Focus of Experience | |
|-------------------|---|-----|---------------------|---|--|
| Bachelor's Degree | in Architecture, Engineering, Landscape Architecture, Urban Design/City Planning, or related field. | and | 10 years of | Experience performing design and construction studies and analyses, including modeling. | |

MINIMUM KNOWLEDGE, SKILLS, & ABILITIES

Skilled in directing and reviewing design and construction documents, approving contractor submittals, and resolving construction-related issues, including evaluating change orders. Proficient with infrastructure systems such as central plants, large electrical sub-stations, and municipal wastewater and water treatment plants.

Thorough knowledge of and experience in planning, design, construction, environmental issues, legal issues, federal, state and local laws, regulations and practices governing planning, infrastructure design and construction, state and federal legislative processes.

Excellent organizational skills including consistently and effectively meeting budget and time deadlines.

Excellent skills to lead, direct and manage personnel including selection, training, evaluating and, as required, taking corrective action.

Skills to set and achieve challenging goals, measure performance and improve outcomes. Skills to use innovative strategies to achieve goals and to select, develop and implement a variety of direct and indirect strategies to achieve desired outcome.

Knowledge of current project and construction costs and experience with industry standard cost estimating systems.

Excellent skills to lead, direct and manage a team of inspectors during the construction administration phase monitoring contractor operations for conformance to contract documents and applicable codes, reviewing and negotiating contractor claims, overseeing work of inspectors and testing agencies, and actively assisting contractor and design team in the resolution of technical and procedural problems.

Knowledge of architectural, engineering, and construction practices; knowledge of applicable codes and regulations; experience to review and approve contractor submittals, and to effectively resolve field problems during construction.

Knowledge to review and approve payment requests.

Knowledge of typical design and construction sequences and durations necessary to monitor, and evaluate detailed project schedules.

Expert skill to apply specific technological solutions in the construction planning phase and skill in ensuring appropriate implementation and function during project construction and completion.

Written communication skills to prepare clear, concise, and professional reports and correspondence.

Skills to instruct, train, and serve as a resource to others.

Knowledge of spreadsheet computer software such as MS Excel.

Knowledge of project scheduling software such as MS Project and e-Builder.

Excellent written, verbal and interpersonal communication skills.

MINIMUM LICENSES & CERTIFICATIONS

| Licenses/Certifications | Licenses/Certification Details | Time Frame | Required/ Desired | |
|-------------------------|---|----------------|-------------------|----|
| | Professional Engineer (PE) | within 90 Days | Required | Or |
| | Registered Architect (RA) | within 90 Days | Required | Or |
| | AICP | within 90 Days | Required | Or |
| | NCIDQ | within 90 Days | Required | Or |
| | Project Management Professional (PMP) or equivalent | within 90 Days | Required | |

PHYSICAL DEMANDS & WORKING CONDITIONS

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| Physical Demands Category: | |
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PHYSICAL DEMANDS

| Physical Demand | Never | Rarely | Occasionally | Frequently | Constantly | Weight |
|-----------------|-------|--------|--------------|------------|------------|--------|
|-----------------|-------|--------|--------------|------------|------------|--------|

WORKING ENVIRONMENT

| Working Condition | Never | Rarely | Occasionally | Frequently | Constantly |
|-------------------|-------|--------|--------------|------------|------------|
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