Career Opportunity

QUALITY ASSURANCE SUPERVISOR
This position is grant-funded from February – September 2020

Philadelphia Youth Network (PYN) has an immediate opening for a temporary full-time Quality Assurance Supervisor that will support the WorkReady Summer Program deliverables for the Program Operations department.

The Quality Assurance Supervisor is responsible for managing the quality assurance assistants, coordinate with internal staff to respond to providers requests, and generate reports to review/evaluate data entry performance of the Quality Assurance Assistant team. Primary responsibilities include:

- Overseeing the activities of staff; planning, assigning, training, directing and monitoring staff duties; providing input to supervisor for employee performance evaluations
- Serving as a liaison and resource for provider, youth, and parent/guardian; receiving and responding to questions, concerns, and complaints; determining issue and resolution, or referring to supervisor; maintaining open communication among all groups to serve the youth’s best interests
- Developing and maintaining relationships with stakeholders
- Performing administrative tasks, such as data entry, quality review, filing, timesheets; conducting, attending, and scheduling meetings and trainings; preparing reports and maintaining records
- Collaborating with other internal PYN teams to perform daily tasks
- Being a point-person regarding data quality issues regarding youth information; ensuring data is validated with supporting vital documents
- Developing and reviewing data reports from internal data sources to identify concerns and document and communicate actions steps and timelines to providers and Quality Assurance Team
- Entering information into necessary databases
- Documenting and elevating major concerns that require immediate resolution
- Participating in internal and external meetings
- Supporting other Program Operations efforts for PYN, as needed
- Supporting high volume summer activities at PYN as needed

Position requirements:

- Bachelor’s Degree preferred; some post-secondary education required
- Experience convening, leading, and supervising diverse teams
- Demonstrated ability to manage multiple projects in a high-paced environment which includes being highly self-motivated and disciplined; able to take ownership and drive projects through to completion
- Ability to design and implement systems necessary to gather, maintain, and analyze statistical data and generate reports
• Willingness to engage, learn and grow continuously
• Excellent problem-solving skills and the ability to take ownership and drive responsibilities through to completion
• Provide effective and responsive service to department customers
• Ability to employ flexibility and creativity in the face of ambiguity and challenge
• Strong verbal and written communication skills
• Strong interpersonal skills
• Proficiency in Microsoft Windows & Office and ability to integrate technology into operations
• Successful completion of background checks (PA state criminal, Department of Public Welfare Child Abuse, and F.B.I. fingerprinting)

Interested candidates should send a cover letter and resume to devin.allen@officeteam.com.

PYN alleviates poverty by preparing young people to succeed in tomorrow’s workforce. PYN coordinates partners that connect young people to education and employment experiences, equipping them with the skills employers need. As a result, PYN creates a system of services that help young people become successful, creating a diverse local talent pipeline. Learn more at pyninc.org.