

The University of Texas at San Antonio

Job Description

Job Title: Quality Assurance Manager
Code: 15501
Salary Grade: 60
FLSA Status: Exempt
Department/Division: Facilities Business and Customer Services/VP for Business Affairs
Reports To: Director of Business and Customer Services

Summary

- Function: Responsible for Quality Assurance and customer complaint response in the performance of Tri-Campus grounds and housekeeping services.
- Scope: Provides management and oversight of quality assurance team to ensure that all housekeeping and grounds keeping functions are completed according to contract and appropriate APPA levels.

Duties

- Typical:
 1. Oversee the Quality Assurance for both internal and contracted housekeeping and groundskeeping services.
 2. Develop Quality Assurance plans to ensure that appropriate levels of cleanliness and material condition are maintained.
 3. Network with customers on the status of housekeeping and groundskeeping services.
 4. Supervise Quality Assurance Coordinators to ensure that they carry out detailed assessments of services.
 5. Provide detailed reports and graphs on quality of service.
 6. Conduct inspection on water quality basins and vegetative strips to assure compliance as required by the Texas Administrative Code.
 7. Actively participates in new project design reviews and construction inspections in landscape, irrigation, water quality basins and vegetative strips.
 8. Assure water irrigation water audits and forms for Tri-Campus and Athletics are completed annually.
 9. Perform other duties as assigned.

- Periodic:
 1. N/A

Education

Required	Preferred
High School Diploma or GED	Additional formal training and /or course work in horticulture, landscape irrigation, and pest control. Executive Housekeeping Certification.

Other Requirements

Required	Preferred
Valid Texas Driver's License	Pest Control License
Criminal Background Check (CBC)	
Licensed Irrigator	

Experience

Required	Preferred
<p>Five years supervisory experience in either housekeeping or groundskeeping operations.</p> <p>Experience in landscape maintenance, irrigation maintenance, pest control, or housekeeping operations.</p> <p>Excellent communication, decision making and organizational skills to influence and cultivate a philosophy of excellent customer service.</p>	<p>Seven years supervisory experience in Quality Assurance of either housekeeping or groundskeeping operations.</p> <p>Seven years of experience with a Computerized Maintenance Management System (CMMS).</p>

Equipment

Required	Preferred
Personal computer, Microsoft office suite and standard office equipment. Occasionally drive a golf cart and a university vehicle.	N/A

Working Conditions

Usual	Special
Extended periods of time standing and walking. Working outdoors with exposure to seasonal weather conditions. Exposure to hazardous mechanical equipment and chemicals.	Potential contact with poison ivy and stinging insects, such as ants, bees, and wasps and with various small animals such as skunks, raccoons, possums, etc. Occasionally requires working at elevated heights. Periodically required to work weekends, holidays, and other non-standard hours.

Supervision

Received	Given
General supervision from Director of Business and Customer Services.	Direct and/or indirect supervision of support staff

Accuracy

Proficiency in all phases of the duties performed.

Security Sensitive

Specific job requirements or physical location of some positions allocated to this classification may render the position security sensitive, and thereby subject to the provisions of section 51.215 Texas Education Code.

Internal Control

Within the scope of position duties, responsible for seeing that operations are effective and efficient, assets are safeguarded, reliable financial data is maintained, and applicable laws, regulations, policies, and procedures are complied with.