



Position Description

Quality Assurance (QA) and Review Analyst

ABOUT URBAN TRIAGE, INC.

Urban Triage, Inc. is on a mission to empower Black families while mobilizing community resources and distributing them to those most in need. At the same time, we engage systems in implementing systematic, sustainable, equitable, and clinically sound approaches to health behavior and prevention. We are poised to do this through education, community support services, and advocacy that systematically reduces and eventually works to eliminate barriers such as inadequate education, lack of access to resources, and class and health disparities. Our goal is to promote positive health outcomes and reduce significant health disparities at the community level. We do this by meeting basic needs and then engaging communities through educational opportunities and effective advocacy at multiple levels. We stand in the gap for those most in need through advocacy, transformative education, and critical coordinated services between partner organizations, city officials, and community resources. Most critically, with the community's trust and track record to carry out the work.

POSITION GENERAL OVERVIEW

Urban Triage has a position available as a Quality Assurance and Review Team Member. The purpose of Quality Assurance and Review is to monitor inbound and outbound call and email responses to assess demeanor, technical accuracy, customer service performance, and conformity to standard operating policies and procedures. QA staff will ensure client interactions align with project goals by identifying common issues, improving client experiences, and helping to standardize communication processes. This is achieved when the QA team members coordinate and facilitate call calibration sessions for phone support staff. The ideal candidate should be able to effectively review applications to ensure completion and federal compliance, analyze phone support staff behaviors, and correspond with other personnel to inform them of application status.

ESSENTIAL RESPONSIBILITIES

- Maintain a quality plan for operations, monitoring, and coaching
- Ensure client engagement reviews are conducted to make appropriate recommendations
- Collaborate closely with Training Manager to define training requirements needed to support quality
- Conducts process and application audits to confirm compliance with policies and contractual requirements
- Effectively communicate project expectations to team members in a timely and clear fashion
- Communicate with partners on an ongoing basis
- Plan, schedule, and track application and review timelines, milestones, and deliverables using appropriate tools;
- Accurate allocation of work within the team
- Quality of teamwork delivered
- Performance of team
- Application Review and Approval
- Other work / duties as assigned

SKILLS and QUALIFICATIONS:

- 2+ years of previous experience working as in quality assurance or in a related client-facing field
- Exceptional interpersonal skills necessary to effectively communicate with diplomacy to all levels of staff, volunteers, and other external resources
- Must be able to multi-task and manage priorities due to frequent interruptions throughout the day
- Must demonstrate effective verbal and written communication skills
- Excellent organization skills while focusing on accuracy and detail in order to schedule adequate phone staffing levels to meet the manpower needs of Emergency Rental Assistance
- Patient and able to remain composed in stressful situations
- Flexible and able to adapt to different situations
- Excellent verbal and written communication skills
- Highly organized and detail-oriented
- Ability to regularly work flexible hours
- Computer skills: navigating various computer screens and/or databases to assist clients
- Typing, 50 WPM
- Exceptional Customer Service skills
- Ability to research and problem solve
- Self-Directed
- Represent the Urban Triage team with professionalism

DISCLAIMER:

The job description has been designed to indicate the general nature and essential duties and responsibilities of work performed by employees within this job title. It may not contain a comprehensive inventory of all duties, responsibilities, and qualifications required of employees to do this job.

COMPLIANCE REQUIREMENT:

This job adheres to the ethical and legal standards and behavioral expectations as set forth in the code of business conduct and company policies. As a component of job responsibilities, employees may have access to covered information, cardholder data, or other confidential customer information that must be protected at all times. In connection with this, all employees must comply with both the Health Insurance Portability Accountability Act of 1996 (HIPAA) as described in the Notice of Privacy Practices and Privacy Policies and Procedures as well as all data security guidelines established within the Company's Handbook of Privacy Policies and Practices and Information Security Policy. Furthermore, it is every employee's responsibility to comply with the company's Code of Business Conduct. This includes but is not limited to adherence to applicable federal and state laws, rules, and regulations as well as company policies and training requirements.

TO APPLY:

Fill out the application here as well as send a resume and cover letter expressing your interest to Hiring@urbantriage.org. Women and minorities are encouraged to apply.