

**POSITION DESCRIPTION**

**QUAL ASSRNC SPECLST, GS-1910-13**

SETID	TREAS	JOB CODE	T00359	DATE	10/23/2002	OPM CERT #			
PAY PLAN	GS	SERIES	1910	GRADE	13	PAY BASIS	Per Annum	FUNC CLASS	NA
WORK TITLE	Quality Assurance Specialist								
SPVY LEVEL	Other	POSITION SENSITIVITY	NCrit Sens	LEO POSITION	N/A	MEDICAL CHECK REQ.	No	BUS CODE	7777
FLSA	Exempt	PATCOB	Admin	EXECUTIVE DISCLOSURE	No	EMPL/FIN INTEREST	No	FUND SOURCE	Approp Fnd
CLASSIFIER	Ronald A Glaser								
CLASS STANDARD	QUALITY ASSURANCE SERIES, GS-1910, TS-67 MARCH 1983								
DATE CLASSIFIED	10/23/2002								

**MAJOR DUTIES**

The employee at the expert level performs, administers, or advises on work concerned with assuring the quality of products acquired and used by the Federal government. The work involves developing significant, and possibly unprecedented, plans and programs for achieving and maintaining product quality throughout the item's life cycle, monitoring complex operations to verify adherence to quality plans and requirements, analyzing and investigating adverse quality trends and initiating corrective action. The employee performs a variety of complex and difficult assignments on a regular basis requiring thorough and detailed knowledge in applying various methods and techniques to the most challenging assignments. The following list of duties is representative but not all-inclusive.

- Monitoring performance of materials, equipment, and processes to maintain quality and reliability.
- Setting up and maintaining random compliance checking and tests on materials used in production.
- Devising in-house audits and quality surveys of both products and processes for conformance to specifications and standards.
- Detecting processing and technical difficulties and recommending corrective action based on observation and on survey and test results.
- Establishing regular and special sampling inspection plans to help both products and production processes meet quality standard parameters.
- Reviewing and analyzing inspection and production data to identify and to isolate unsatisfactory trends.
- Investigating deficiencies and preparing reports of findings and recommendations to higher officials.
- Researching and creating new quality assurance methodologies to attack the most intractable quality assurance problems or adapting state-of-the-art solutions to the most complex local problems of product quality.

The position requires mastery of quality assurance concepts, operating principles, and methodology applicable to a major agency program or mission area. This includes expert knowledge of organizational missions, objectives, and procedures. The expert knowledge required covers the relationship of the quality assurance responsibilities with other program areas as well as the regulatory framework in which the quality assurance program operates. The employee exercises a very high degree of skill in applying these knowledges to the analysis and resolution of very complex or sensitive problems encountered in quality assurance. The position requires applying new developments and methodologies to assigned program areas. The supervisor provides assignments in terms of overall objectives and any limitations on the scope of the work. The employee consults with and advises the supervisor on such aspects as priorities, staffing, or funding requirements, and project milestones. The employee plans and carries out assignments independently, determines the scope and level of quality activities based on the requirements, establishes priorities, interprets, and applies general agency quality assurance policies and procedures, and coordinates and consults with other activities as required. The principal guidelines regularly used in the work include agency quality assurance policy statements and program directives, Federal procurement regulations, and general administrative instructions. Guidelines are presented in general terms

## QUAL ASSRNC SPECLST, GS-1910-13

and frequently outline the major areas of program planning along with suggested approaches. Development of the detailed approach and methodology is left to the specialist who uses initiative, extensive experience, and a broad knowledge of quality assurance principles and practices to develop new methods and to recommend policy changes. Assignments typically include a broad range of duties involving substantial breadth and depth of analysis; consideration of numerous inter-relationships and variables to develop new approaches; or to resolve persistent, widespread, or critical quality problems. The employee frequently serve in a program project leader capacity to accomplish particularly complex, sensitive, or long-term special studies concerning major agency quality assurance programs, including those carried out at diverse locations in the country. Assignments may include such activities as developing criteria and methods for evaluating program accomplishments and trends. The employee may make recommendations on changes in program organization and emphasis. The purpose of the work is to plan, develop, and implement quality assurance projects of considerable breath and complexity. The employee may have responsibility for planning and implementing program plans for ensuring quality throughout the item's life cycle. Other employees may serve as technical specialists in a broad product or commodity area. The results of the work affect a range of agency activities carried out at a number of locations. The employee has regular contact with employees and officials of other Federal agencies or private industry. The individuals contacted vary according to the situation involved. The employee must understand the roles of others and must ensure that others also understand the roles of all participants and stakeholders. Frequently the employee must identify and locate the appropriate person or persons, inside or outside of the organization, with whom to establish productive working relationships. The purpose of the contacts is to influence and motivate individuals to correct deficiencies that would otherwise result in unacceptable products. Such contacts require that the specialist deal with officials who may have a meager understanding of the quality requirements, may dispute the nature of the requirements, and have a less than cooperative attitude. Considerable tact and persuasion are required to motivate reluctant individuals. The work is primarily sedentary. The employee may occasionally visit manufacturing or other areas where walking, bending, and standing are required, but this is not regular. The work is performed in a typical office setting with adequate heating, lighting, and ventilation. Visits to noisy or dusty manufacturing facilities are very infrequent.

Based on the duties and responsibilities stated in this position description, this position is exempt from the Fair Labor Standards Act by application of the administrative exemption criteria.

**JOB COMPETENCIES** (The full range of competencies for the occupational series is provided for information and development purposes; not every competency displayed is required at the individual position level.)

### **Technical Competencies**

Knowledge of quality assurance control methods, principles, and practices, including statistical analysis and sampling techniques.

Knowledge of pertinent product characteristics and applicable production maintenance, or repair methods and processes.

Knowledge of inspection, test, and measurement techniques.

Knowledge of the relationship of quality assurance to other activities such as contract administration, engineering, and supply.

Skill in interpreting and applying product specifications, technical data, regulations, policy statements, and other guideline material.

Skill in conducting studies and investigations, problem analysis, and developing logical and documented recommendations.

## QUAL ASSRNC SPECLST, GS-1910-13

### **General Competencies (Not every competency displayed is required at the position level.)**

Understands and interprets written material, including technical material, rules, regulations, instructions, reports, charts, graphs, or tables; applies what is learned from written material to specific situations.

Recognizes and uses correct English grammar, punctuation, and spelling; communicates information in a succinct and organized manner; produces written information, which may include technical material, that is appropriate for the intended audience.

Performs computations such as addition, subtraction, multiplication, and division correctly using whole numbers, fractions, decimals, and percentages.

Solves practical problems by choosing appropriately from a variety of mathematical and statistical techniques.

Expresses information to individuals or groups effectively, taking into account the audience and nature of the information; makes clear and convincing oral presentations; listens to others, observes nonverbal cues, and responds appropriately.

Uses imagination to develop new insights into situations and applies innovative solutions to problems; designs new methods where established methods and procedures are not applicable or are unavailable.

Identifies a need for information and knows where or how to gather information; organizes and maintains information or information management systems.

Makes sound, well-informed, and objective decisions; perceives the impact and implications of decisions; commits to action, even in uncertain situations, to accomplish organizational goals; causes change.

Identifies rules, principles, or relationships that explain facts, data, or other information; analyzes information and makes correct inferences or draws accurate conclusions.

Identifies problems; determines accuracy and relevance of information; uses sound judgment to generate and evaluate alternatives and to make recommendations.

Encourages and facilitates cooperation, pride, trust, and group identity; fosters commitment and team spirit; works with others to achieve goals.

Sets well-defined and realistic personal goals; displays a high level of initiative, effort, and commitment towards completing assignments in a timely manner; works with minimal supervision; is motivated to achieve; demonstrates responsible behavior.

Shows understanding, courtesy, tact, empathy, concern; develops and maintains relationships; may deal with people who are difficult, hostile, distressed; relates well to people from varied backgrounds and situations; is sensitive to individual differences.

Organizes work, sets priorities, determines resource requirements; determines short- or long-term goals and strategies to achieve them; coordinates with other organizations or parts of the organization; monitors progress, evaluates outcomes.

## QUAL ASSRNC SPECLST, GS-1910-13

Prepares, justifies, and or administers the budget for program areas; plans, administers, and monitors expenditures to ensure cost-effective support of programs and policies; assesses financial condition of an organization.

Plans, distributes, coordinates, and monitors work assignments; evaluates work performance, provides feedback on performance; ensures staff are appropriately selected, utilized, and developed, and are treated in a fair and equitable manner.

Influences, motivates, and challenges others; adapts leadership styles to a variety of situations.

Helps others learn through formal or informal methods; identifies training needs; provides constructive feedback; coaches others on how to perform tasks; acts as a mentor.

Works with customers to assess needs, provide assistance, resolve problems, and satisfy expectations; knows products and services; is committed to providing quality products and services.

Knows the organization's mission and functions and how its social, political, and technological systems work and operates effectively within them; this includes the programs, policies, procedures, rules, and regulations of the organization.

Identifies and understands economic, political, and social trends that affect the organization.

Understands where the organization is headed and how to make a contribution; takes a long-term view and recognizes opportunities to help the organization accomplish its objectives or move toward the vision.

Persuades others to accept recommendations, cooperate, or change their behavior; works with others towards an agreement; negotiates to find mutually acceptable solutions.

Manages and resolves conflicts, grievances, confrontations, or disagreements in a constructive manner to minimize negative personal impact.

Is open to change and new information; adapts behavior or work methods in response to new information, changing conditions, or unexpected obstacles; effectively deals with ambiguity.

Uses machines, tools, or equipment effectively; uses computers and computer applications to analyze and communicate information in the appropriate format.

### EVALUATION STATEMENT

1-8	1550
2-4	450
3-4	450
4-5	325
5-4	225
6-3	60
7-3	120
8-1	5
9-1	5

Total 3190 = GS-13 (3155 - 3600)