AUBURN
Human Resources

Dir, Quality Assurance

Job Description

JOB INFORMATION

Job Code	NA46
Job Description Title	Dir, Quality Assurance
Pay Grade	FM21
Range Minimum	$101,660
33rd %	$132,150
Range Midpoint	$147,400
67th %	$162,650
Range Maximum	$193,150
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

Job Family:	Facilities, Maintenance, & Operations
Job Function:	Design & Construction

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 AUFM 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.

The responsibilities listed above show the typical duties for jobs in this classification. Actual tasks may differ depending on the department's needs. Other similar duties may be assigned with discretion of the supervisor. Not every duty will apply to every position, and the amount of time spent on each task can change based on department needs.

SUPERVISORY RESPONSIBILITIES

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.

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 to 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

Physical Demands Category:	

PHYSICAL DEMANDS

Physical Demand	Never	Rarely	Occasionally	Frequently	Constantly	Weight

WORKING ENVIRONMENT

Working Condition	Never	Rarely	Occasionally	Frequently	Constantly