



City of Phoenix

QUALITY ASSURANCE ENGINEER

JOB CODE 04210

Effective Date: Rev. 02/02

DISTINGUISHING FEATURES OF THE CLASS:

The fundamental reason this classification exists is to perform and coordinate the Management Services Division's quality assurance function. The incumbent is responsible for ensuring commodities of the right quality are specified and received for use by City departments. This goal is achieved through continuous monitoring of City users to ensure that effectual specifications are written and that sufficient receiving inspections are performed on commodities ordered and received. Work includes performance or review of chemical analysis and physical testing, and conducting evaluation studies. Work is performed under the general supervision of an Equipment Analyst, and work is evaluated on the basis of results achieved.

ESSENTIAL FUNCTIONS:

- Directs the Quality Assurance program;
- Writes or reviews technical and performance specifications, quality levels, sampling plans, and inspections procedures;
- Reviews receiving inspections of materials, supplies, and equipment made by City departments;
- Reviews certificates of compliance or test reports to determine validity;
- Analyzes commodity test data and writes evaluation reports;
- Investigates complaints of non-conforming commodities and arranges for replacement or credit, when applicable;
- Locates and approves independent testing facilities;
- Establishes Qualified Product Lists for use by Buyers;
- Performs chemical analyses, physical testing, and performance evaluations;
- Writes section policies and monitoring programs, and enforces established policies and regulations;
- Maintains regular and reliable attendance;
- Demonstrates superior seamless customer service, integrity, and commitment to innovation, efficiency, and fiscally responsible activity;
- Works more than forty hours in a workweek without additional compensation to perform assigned job duties, including weekends, evenings, early morning hours, and holidays as required.

Required Knowledge, Skills and Abilities:



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Knowledge of:

- Quality assurance practices and procedures.
- Sampling plans and techniques.
- Reliability requirements.
- Certification of materials.
- Office procedures and equipment.
- Product testing standards.
- Value analysis.

Ability to:

- Communicate orally in the English language with other City employees and the public in face-to-face one-to-one settings and using a telephone.
- Work cooperatively with other City employees and the public.
- Make arithmetical computations (multiplication, division, percentage calculations, addition, and subtraction).
- Produce written documents with clearly organized thoughts using proper English sentence construction, punctuation, and grammar.
- Plan and organize own workload.
- Work safely without presenting a direct threat to self or others.

Additional Requirements:

- Some positions require the use of personal or City vehicles on City business. Individuals must be physically capable of operating the vehicles safely, possess a valid driver's license and have an acceptable driving record. Use of a personal vehicle for City business will be prohibited if the employee is not authorized to drive a City vehicle or if the employee does not have personal insurance coverage.
- Some positions will require the performance of other essential and marginal functions depending upon work location, assignment, or shift.

ACCEPTABLE EXPERIENCE AND TRAINING:

Three years of professional experience in the inspection and certification of a variety of supplies, materials, and equipment and a bachelor's degree in engineering science or a related field. Other combinations of experience and education that meet the minimum requirements may be substituted.