

**MPAC - OPSEU
Pay Equity Job Evaluation**

Position Title	Quality Services Specialist				
Date Evaluated	October 20, 2005	Date Revised		Notes Taken By	Jane Mizanski

Factor	Level	Explanatory Notes
1. Writing Skills	4	Responds to queries from other assmt jurisdictions on benchmarking issues, requiring explanation of MPAC procedures, context, etc.; prepares benchmarking questionnaires, annual benchmarking conference summary reports; prepares detailed reports/findings on Quality Standards and best practices information.
2. Numeric Skills	3	Compiles and interprets benchmarking statistics/metrics, reviews telephone standards audit results for QS and Comm Directors.
3. Technical Skills/Professional Knowledge	4	Knowledge of assessment policies and procedures, quality assurance principles and practices; must have knowledge of all aspects/processes of the organization to participate/lead corporate benchmarking (eg. financial, staff training, audit, assmt); performs literature research, applies audit/quality/process control principles to various situations; training/certification in Quality Principles helpful;
4. Analytical/Problem-Solving Skills	5	Researching best practices in like/unlike organizations to determine possible application in MPAC; some analysis/problem solving required in rollout of customer surveys dealing with internal Communications, Customer Relations staff and external consultant to determine audit issues, scope, sample group, etc.;
5. Communication Skills	4	Liaises with other assessment jurisdictions on production/product delivery standards, best practices, requiring skilled questioning to extract appropriate information; presentations to EMG on benchmarking results; must protect confidentiality of data sources when, and explain the context for collecting, compiling and releasing assmt data of MPAC and other benchmarking participants;
6. Co-ordinating Skills	3	Coordinating benchmarking project and customer satisfaction survey; identifying what information to collect by gathering input from internal staff/executive, reviewing KPI data, coordinating template forms design to gather information in consistent manner, production of survey questionnaires for benchmarking, arranging for the benchmarking conference – attendees, location, facilities; gathering data during conference and following up post conference;

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7. Freedom of Action	5	Incumbent is expected to be fully experienced in undertaking research and quality audit activity independently, with general guidance on issues from Director/Executive; freedom to liaise with other assmt jurisdictions to determine methods of data collection, information sharing;
8. Guiding Others	1	No formal responsibilities; occasionally provides assistance in application of process controls, verifying quality tools;
9. Physical Effort	1	No physical effort beyond that required for office work
10. Manual Dexterity	1	Keyboarding but is not continuous and can do other activities
11. Audio/Visual Effort	1	Non –continuous computer work
12. Working Conditions	1	No disagreeable working conditions
General Notes		