DEPARTMENT:	Curriculum Product Innovation	**REPORTS TO:**	Senior Manager, Product Design & Development
JOB CLASS:	Manager, Quality Assurance	**PAY GRADE:**	IT 38
EXEMPT STATUS:	Exempt	**DATE:**	5/18/17

Our Mission is to deliver a high quality, technology-based education that provides the skills and knowledge students need for success.

POSITION GENERAL SUMMARY:
The Manager, Curriculum Quality Management leads a team of professional Quality Analysts and Specialists who ensure that Curriculum products and services are delivered in a manner that consistently meets expectations and achieves the highest level of customer satisfaction and value possible. The Manager, Curriculum Quality Management coordinates team resources to manage quality assurance and quality control practices throughout the Curriculum department for courses, learning assets, applications, and services. The position provides direct consultative support to the Curriculum Product Innovation teams as well as FLVS Global as needed. The Manager, Curriculum Quality Management participates in all phases of the CDLC (curriculum development lifecycle) in a highly collaborative, cross-functional team. Additionally, the Manager, Curriculum Quality Management is required to keep abreast of new technologies, industry trends and accessibility standards and incorporate these when appropriate.

ESSENTIAL POSITION FUNCTIONS:
- Supervise and lead a group of Quality Analysts and Specialists in the Curriculum Product Innovation department
- Provide oversight and guidance to team for the effective and timely development of acceptance standards that support the quality objectives of the Curriculum department and FLVS
- Schedule and balance team activities to meet deadlines for deliverables and meetings
- Participate in strategic and long-range planning for FLVS Quality Assurance policies and procedures
- Provide periodic reviews of team member performance using both formal and informal mechanisms
- Mentor team members in best practices and skills development
- Escalate issues and problems to Senior Manager and/or Project Managers that prevents or hinders the team's ability to perform optimally
- Identify potential service level problems before they occur and implement or communicate solutions
- Lead implementation of departmental operating procedures, accessibility initiatives, CDLC updates and support/practice needs to ensure that the quality of service provided meets customer requirements
- Recommend and participate in the development and implementation of processes that improve efficiency and enhance productivity

- Regularly review processes in the Curriculum Development Life Cycle (CDLC) and provide feedback for improvement
- Create and execute QA and testing processes on courses, applications and services
- Perform quantitative data analysis to gauge effectiveness and efficiency of processes and product/service quality
- Proactively engage in professional learning regarding the QA and Software Testing industry, FLVS tools and user base to strengthen individual contribution to the team
- Stay abreast of accessibility standards, web standards and their impact on Curriculum products and services
- Critically evaluate information from multiple sources, reconcile conflicts, and interpret and communicate various levels of information
- Liaison with FLVS Global to ensure practices and processes are homogenous across development teams
- Work collaboratively with all Curriculum teams to develop standard operating procedures and quality goals that ensure consistently high-quality products and services are delivered efficiently
- Maintain records of quality assurance training provided to employees of the Curriculum department
- Monitor the effectiveness of processes and standard operating procedures within Curriculum, identify weaknesses and assist in implementing improvements
- Evaluate requirement documents to ensure the clear, concise and verifiable information
- Develop and execute test plans that are traced to documented requirements
- Report any deviations from established quality standards to the appropriate Curriculum team and document corrective actions taken to ensure standards are suitable and understood by all members of the team
- Participate in project post mortems and lessons learned meetings to ensure the Course Development Life Cycle (CDLC) is consistently producing quality products
- Review any complaints received from Curriculum stakeholders, assist in identifying the cause and recommend corrective action if required
- Manage, control, direct, and supervise assigned direct reports, including general leadership, planning, organizing, and reviewing
- Meet professional obligations through efficient work habits such as, meeting deadlines, honoring schedules, coordinating resources and meetings in an effective and timely manner, and demonstrate respect for others
- All work responsibilities are subject to having performance goals and/or targets established

(These essential functions are not to be construed as a complete statement of all duties performed. Employees will be required to perform other job related duties as required.)

MINIMUM REQUIREMENTS:
Education/Licensure/Certification:
- Bachelor's Degree in Liberal Arts and Sciences or Computer Engineering; or equivalent combination of education and relevant experience
- Certification from a Professional Organization specific to Software Development, Software Testing, or Quality Assurance, preferred

Experience:
- Five years' software testing or web testing experience

- Three years' web or desktop application technologies
- Three years' leading, managing and/or supervising people
- Three years' support mobile platforms

Knowledge, abilities and skills:
- Understanding of contemporary quality management principles and practices and the ability to apply them to a wide variety of projects in a fast-paced business environment
- Knowledge of quality methodologies or standards such as Six Sigma, Total Quality Management, iNACOL, or Quality Matters preferred
- Knowledge of web development best practices and design principles including the Web Content Accessibility Guidelines(WCAG), Section 508 compliance, responsive design, and/or mobile design
- Ability to perform quantitative data analysis to gauge effectiveness and efficiency of processes, customer satisfaction and product/service quality
- Ability to facilitate and lead training sessions
- Demonstrable skills in the effective use of Microsoft Excel and Word
- Ability to effectively communicate with co-workers, peers and management through written and verbal communication
- Ability to handle recurring problems in a tactful manner

CORE COMPETENCIES FOR SUCCESS:

COMMUNICATION SKILLS	CUSTOMER FOCUS
Clearly and effectively conveys and/or presents information verbally; summarizes what was heard to mitigate miscommunication; Shares ideas and perspectives and encourages others to do the same; Informs others involved in a project of new developments; Disseminates information to other employees, as appropriate; Effectively uses multiple channels to communicate important messages; Keeps supervisor well informed about progress and/or problems in a timely manner; Writes in a clear, concise, organized and convincing way for a variety of target audiences; The written message is consistently error-free; The written message has the desired effect on the target audience	*Prioritizes customers (internal and external) and their needs as primary and is dedicated to meeting their expectations; Develops and maintains customer relationships; builds credibility and trust; Quickly and effectively solves customer problems; Provides prompt, attentive service in a cheerful manner; adapts to changing information, conditions or challenges with a positive attitude; Incorporates customer feedback into delivery of service to provide the best experience possible for the customer; Actively promotes FLVS in community by serving as a FLVS ambassador or volunteer*
INTERPERSONAL SKILLS	FUNCTIONAL /TECHNICAL EXPERTISE
Relates well with others; Treats others with respect; Shares views in a tactful way; Demonstrates diplomacy by approaching others about sensitive issues in non-threatening ways; Considers and responds appropriately to the needs, feelings and capabilities of others; Fosters an environment conducive to open, transparent communication among all levels and positions; Takes the initiative to get to know internal and external customers	*Has the skills, abilities, knowledge and experience to be successful in functional area of expertise; Dedicates time and energy to keeping abreast of the latest information related to area of expertise and technology; Picks up on technology quickly; Does well in technical courses and seminars; Produces high quality work in organized and timely fashion*

MANAGER COMPETENCIES FOR SUCCESS:

COMMAND SKILLS	CONFLICT MANAGEMENT
Relishes leading; Takes unpopular stands if necessary; Encourages direct and tough debate but isn't afraid to end it and move on; Is looked to for direction in a crisis; Faces adversity head on; Energized by tough challenges	*Steps up to conflicts, seeing them as opportunities; Reads situations quickly; Good at focused listening; Can hammer out tough agreements and settle disputes equitably; Can find common ground and get cooperation with minimal "noise"*
LISTENING	MANAGING DIVERSITY
Practices attentive and active listening with all groups/people; Has the patience to hear people out without interruption; Can accurately restate the opinion of others even when he/she disagrees	*Manages all kinds and classes of people equitably; Deals effectively with all races, nationalities, cultures, disabilities, ages and both sexes; Hires variety and diversity without regard to class; Supports equal and fair treatment and opportunity for all*
DEVELOPING OTHERS	TIMELY, QUALITY DECISION MAKING
Provides constructive, concrete, behavioral feedback to others through monthly development discussions; Shares information, resources and suggestions to help others be more successful; Delegates challenging work assignments or responsibilities that will help the abilities and stretch others; Regularly meets with employees to review development needs, career aspirations and progress; Constructs compelling developmental plans and executes them; Creates a climate in which people want to do their best; Is a good judge of talent; After reasonable exposure, can articulate the strengths and limitations of people inside or outside the organization	*Makes decisions in a timely manner, sometimes with incomplete information and under tight deadlines and pressure; Able to make a quick decision; Makes good decisions based upon a mixture of analysis, wisdom, experience and judgment; Sought out by others for advice and solutions; Most of his/her solutions and suggestions turn out to be correct and accurate when judged over time*
PROCESS MANAGEMENT	TEAM BUILDING
Good at figuring out the processes necessary to get things done; Knows how to organize people and activities; Understands how to separate and combine tasks into efficient work flow; Can readily see opportunities or synergy and integration; Can simplify complex processes; Gets more out of fewer resources	*Develops networks and builds alliances; Participates in cross-functional activities to achieve organizational objectives; Focuses time and energy to develop direct report team and peer team; Fosters commitment, team spirit, pride and trust; Recognizes and rewards people for their achievements and contributions to organizational success; Identifies and tackles morale issues; Provides training and development to employees; creates and participates in team building sessions; Empowers others; Makes each individual feel his/her work is important; Invites input from each person and shares ownership and visibility*
MANAGING & MEASURING WORK	COMFORT AROUND HIGHER MANAGEMENT
Clearly assigns responsibility for tasks and decisions; Sets clear objectives and knows what to measure and how to measure them; Monitors process, progress, and results; Designs feedback loops into work; Holds self and others accountable for achieving goals and objectives	*Deals comfortably with more senior managers; Presents to more senior managers without undue tension and nervousness; Determines the best way to get things done with more senior managers by talking their language and responding to their needs; Crafts approaches to working with more senior managers that are seen as appropriate and positive*
MANAGERIAL COURAGE	
Doesn't hold back anything that needs to be said; Is not afraid to provide current, direct, and "actionable" positive and corrective feedback to others; Lets people know where they stand; Faces up to people problems on any person or situation quickly and directly	

PHYSICAL REQUIREMENTS AND ENVIRONMENTAL CONDITIONS:

- Location: Remote
- Frequency of travel: Occasional travel is required for meetings, trainings and conferences; location may vary and may require overnight stays
- Light physical activities and efforts required working in an office environment

(Reasonable accommodations will be made in accordance with existing ADA requirements for otherwise qualified individuals with a disability.)

FLVS does not discriminate in admission or access to, or treatment or employment in its programs and activities on the basis of race, color, religion, age, sex, national origin, marital status, disability, genetic information or any other reason prohibited by law.