
JOB DESCRIPTION: QUALITY ASSURANCE INSTRUCTIONAL (QAI) MANAGER

DEPARTMENT:	Instruction	REPORTS TO:	Vice President, Instruction
JOB CLASS:	Instructional Manager	PAY GRADE:	Instructional Manager
EXEMPT STATUS:	Exempt	DATE:	01/27/2014

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 Quality Assurance Instructional (QAI) Manager oversees the implementation of FLVS policies and procedures through quality assurance observations of teacher communication and documentation. The QAI Manager ensures the services provided by FLVS meet customer expectations. The QAI Manager leads and directs the QAI Team in collaboration with the VP, Instruction, and the Instructional Leadership team to establish quality assurance guidelines and ensure compliance. Under general direction, the QAI Manager may also provide online instruction coverage for teachers in the event of an absence.

ESSENTIAL POSITION FUNCTIONS:

- Collaborate with VP, Instruction to determine quality assurance needs for Instructional department
- Collaborate with the Instructional Leadership team to establish quality assurance compliance objectives and ensure targets are achieved
- Present FLVS instructional quality assurance processes to external industry leaders, and internally to FLVS Instructional Leaders and Directors of Student Learning
- Liaise with Executive and Legal team regarding QA related policies
- Liaise with IT team regarding reporting and records management needs
- Liaise with Human Resources on all team staffing and hiring needs, including job postings, pre-screening support, interview questions and rubrics
- Provide subject matter expertise in developing records management system for Instruction
- Oversee the observation of teacher compliance with accountability measures through gathering relevant data and producing reports
- Ensure the five components of the FLVS *Symphony of Skills* are present in classrooms across the organization
- Develop business goals for QAI team which support FLVS and instructional goals
- Provide training to Instructional team to ensure understanding of QA standards and evaluation instruments
- Identify and report concern areas, and research and develop solutions for QA services
- Oversee the monitoring of student activities to provide a positive learning environment; provide assistance and learning support; objectively evaluate student work
- Establish and maintain cooperative working relationships with students, parents and schools, as measured by FLVS district/school survey results; ensure the student-parent-teacher relationship is maintained

- May function as a substitute teacher, providing online instructional coverage for a teacher in the event of an absence
- Manage assigned direct reports, including general leadership, supervision, planning, organizing, and reviewing work
- Meet professional obligations through efficient work habits such as, meeting deadlines, honoring schedules, coordinating resources and meetings in an effective and timely manner, and demonstrating 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:

- Bachelor's Degree
- Valid Florida Professional Teaching Certificate

Experience:

- Three years' of instructional quality assurance related experience and successful full-time teaching experience

Knowledge, abilities and skills:

- Ability to work with and through people to establish goals, objectives, and action plans
- Knowledge of classroom management in a distance-learning environment
- Knowledge of state and national instructional assessment standards
- Knowledge of current research on best practices for improving student achievement
- Knowledge of web 2.0 tools and other online support mechanisms to enhance QA functions
- Knowledge of developmental differences in school age children, and the ability to professionally and effectively manage their various needs as it relates to student learning
- Strong communication and customer service skills
- Strong knowledge in core math and reading pedagogy
- Ability to model professional and ethical standards when dealing with students, parents, peers, and community
- Ability to maintain high confidentiality and discretion
- Skilled in prioritizing, organizing and meeting aggressive deadlines and goals

CORE COMPETENCIES FOR SUCCESS:

COMMUNICATION SKILLS	CUSTOMER FOCUS
<i>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</i>	<i>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</i>

<i>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</i>	<i>possible for the customer; Actively promotes FLVS in community by serving as a FLVS ambassador or volunteer</i>
<p>INTERPERSONAL SKILLS</p> <p><i>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</i></p>	<p>FUNCTIONAL /TECHNICAL EXPERTISE</p> <p><i>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</i></p>

MANAGER COMPETENCIES FOR SUCCESS:

<p>COMMAND SKILLS</p> <p><i>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</i></p>	<p>CONFLICT MANAGEMENT</p> <p><i>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"</i></p>
<p>LISTENING</p> <p><i>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</i></p>	<p>MANAGING DIVERSITY</p> <p><i>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</i></p>
<p>DEVELOPING OTHERS</p> <p><i>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</i></p>	<p>TIMELY, QUALITY DECISION MAKING</p> <p><i>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</i></p>
<p>PROCESS MANAGEMENT</p> <p><i>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</i></p>	<p>TEAM BUILDING</p> <p><i>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</i></p>

<p>MANAGING & MEASURING WORK</p> <p><i>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</i></p>	<p>COMFORT AROUND HIGHER MANAGEMENT</p> <p><i>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</i></p>
<p>MANAGERIAL COURAGE</p> <p><i>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</i></p>	

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.