



CITY OF HOUSTON

JOB DESCRIPTION

Job Code: 430.1

Job Title: **FLEET QUALITY ASSURANCE COORDINATOR**

Pay Grade: 24

GENERAL SUMMARY:

The Quality Assurance Coordinator oversees the quality assurance function of the Fleet Management Department. Direct responsibilities include the development and implementation of quality policies, standards, and procedures for in-house and outsourced fleet services as well as fleet related procurements.

RESPONSIBILITIES:

- Develops, implements and manages processes to ensure in-house provided fleet services are performed in accordance with applicable regulation and meet required specifications for quality, function, and reliability. Monitors performance at each of the City of Houston garages to ensure a consistent application and performance of accepted operating procedures.
- Develops, implements and manages processes to ensure out-sourced fleet services are performed according to industry standards and invoiced consistent with the services provided.
- Develops, implements and manages processes to ensure fleet related procurements (e.g., parts, new vehicles, equipment) meet quality standards and are delivered and invoiced according to contract terms.
- Monitors and verifies department performance reports to ensure accuracy and credibility. Oversees quality management records for the department.
- Performs random inspections of in-house and contracted fleet services to determine adherence to quality standards. Documents and reports issues. Tracks issue resolution.
- Evaluates actual department performance relative to strategic plans, procedures and goals to identify and resolve discrepancies. Monitors work procedures and looks for opportunities for improvements in efficiency and effectiveness.
- Investigates fleet related issues and events. Performs root cause analysis to identify cause and develop resolution. Prepares service bulletins and trains department staff on resolution action. Tracks and reports resolution progress.
- Supervises associate quality assurance inspectors. Supports the department training function. Tracks and responds to client and stakeholder issues and feedback relative to department performance and quality.
- Stays abreast of technology and maintenance developments in the automotive and heavy equipment industries. Advises department management of industry trends and makes recommendations for procedural and program improvements. Oversees product testing.

SPECIFICATIONS:

KNOWLEDGE:

Requires an associate's degree in Automotive Technology or certification/licensing in an automotive technology program of at least eighteen months (i.e., NIASE). Requires a valid Texas driver's license and compliance with the City of Houston's policy on driving. Must achieve and maintain ASE Master Technician status within 18-months of employment.

EXPERIENCE:

Seven years equivalent automotive and/or heavy equipment maintenance and repair experience are required. Technical automotive and/or heavy equipment experience may be substituted for the above education requirement on a year-for-year basis.

LICENSE:

Requires a valid Class A or B Commercial Driver's License (CDL) within 90 days of employment. Ability to achieve and hold Criminal Justice Information Services (CJIS) access approval to City of Houston garages located at Houston Police Department facilities.

COMPLEXITY:

Work is non-standardized, complex and varied, and requires interpretation of technical and detailed guidelines, policies and procedures in combination. Advanced analytic ability is needed to gather and interpret data where answers can be found only after detailed analysis of many facts.

IMPACT OF ACTIONS:

Errors in work could lead to major costs and problems and could significantly affect short-term results of the City. The incumbent receives general direction, working from broad goals and policies only. The individual may participate heavily in setting his/her own work objectives.

SUPERVISION EXERCISED:**Direct Supervision:**

Supervises associate quality assurance inspectors (Mechanic III personnel temporarily assigned as instructors).

Indirect Supervision:

Administrative personnel acting on behalf of the quality assurance function.

CONTACTS:**Internal Contacts:**

Internal contact is frequent at all levels of the department and with client departments. Interaction involves considerable discussion of policy and procedure development, presentation of inspection and analysis results, technical instruction, explanation and persuasion leading to decisions, agreement or rejection on complex issues; diplomacy is required; (e.g., knowledge transfer, problem-solving discussions, work-flow or to facilitate service).

External Contacts:

Level of external contact is frequent and involves routine information exchange and/or simple service activity with contracted service providers and vehicle manufacturers that requires common courtesy, (e.g., product inquiries, questions regarding contracted repairs and invoicing).

PHYSICAL EFFORT:

The position involves physical exertion, such as frequently accessing operating components of vehicles, lifting of heavy objects (up to 80 pounds) and assuming awkward positions for long periods of time.

WORK ENVIRONMENT:

Regular exposures to extreme levels of temperature, air pollution, noise pollution, chemical gases, and substances typical of automotive service garages. Occasional weekend and evening hours may be required.

PHYSICAL SKILL:

Requires the ability to make closely coordinated eye/hand movements within very fine tolerance and/or calibration demands; or the ability to make rapid closely coordinated eye/hand movements on a patterned response space within somewhat fine tolerance demands; or the ability to make coordinated eye/hand movements within fine tolerances with large equipment as an extension of the worker.

MISCELLANEOUS:

All duties and responsibilities may not be included in the above job description.

JOB FAMILY:

Fleet Training Coordinator

Fleet Quality Assurance Coordinator

Effective: January 2022

Revised: March 2022