

Quality Assurance Assistant – San Francisco

Job Details

Level	Entry
Job Location	San Francisco
Position Type	Full Time
Education Level	High School Diploma/GED
Salary Range	\$22 - \$22 Hourly
Job Category	Nonprofit - Social Services

Organizational Summary

The Arc San Francisco is a non-profit service and advocacy organization for adults with intellectual and developmental disabilities and their families living in San Francisco, Marin, and San Mateo counties. We currently serve a varied group of over 700 clients who, despite their diverse backgrounds, ages and disabilities, are all similar in their desire to live a life of greater self-determination, dignity, and quality. Our goal is to provide the supports that enable people with developmental disabilities to maximize their potential, live meaningful lives, and become integral members of the community. To that end, we provide a range of services relevant to all areas of adult life, from independent living supports and skills building to employment training and creative expression. As a true community partner, we believe in educational outreach, the power of business partnerships, and the importance of being a reliable resource for families, supporters, public policy makers and all those who share our vision of creating a more informed, diverse and inclusive society.

Position Summary

The Quality Assurance Assistant is responsible for the maintenance and updates of agency database and the accurate completion of all data processing tasks in a timely manner. The Quality Assurance Assistant also provides administrative support to additional internal departments who are reliant on the accuracy and integrity of our data.

Essential Duties and Responsibilities

Data Entry

Complete data inquiries and entries, data processing, and analysis that relates to data integrity, audit requirements, and all Arc participant programmatic data

Transform raw information into useable data & successfully process the data into Salesforce or other reporting platforms.

Quality Assurance/Control:

Cross-reference database records against records from the Programs team, and contact relevant parties to verify the accuracy of specific data

Check database (Salesforce) for changes and errors and to make corrections, as needed.

Collaborate with internal stakeholders to ensure best practices are utilized to optimize data integrity

Alert management and make process recommendations to prevent errors.

Provide support and training to staff accessing Salesforce.

Assist in identifying relevant quality-related training needs.

Reporting:

Prepare bi-monthly Daily Tracker reports to Programs team and Billing department.

Prepare monthly annual review and Purchase of Service reports to Service Management teams.

Prepare and update zoom classes and Friendship Line attendance spreadsheets, and general monthly reports on attendance data and trends.

Create and generate trending reports with the use of graphs, charts, pivot tables, dashboards, etc.

Assist in compiling and preparing various reports, proposals, and presentations to various audiences and stakeholders, often in collaboration with multiple departments

Office/Admin Support

Provide administrative supports as requested by supervisor

Attend meetings and take minutes as requested by supervisor

Knowledge, Skills and Experience

Strong computer literacy and troubleshooting abilities

Must be proficient in MS Office suites (intermediate to advanced proficiency in Excel), and efficient in Salesforce and similar CRM systems

Attention to detail, a passion for accuracy

Strong project management and organization skills.

Ability to prioritize, work under deadline pressures and handle multiple priorities

Must be flexible to new procedures and processes

Strong verbal and written communication skills

Ability to work independently and take initiative, with limited supervision or oversight.

Fast problem-solving abilities – commitment to teamwork and collaboration

Good administrative skills, including filing and document organization

Credit check required

Physical Demands:

The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this job. Reasonable

accommodations may be made to enable individuals with disabilities to perform the essential functions.

Repetitive key board use, phone use, walking, standing, bending stooping and direct client interaction.

The Arc San Francisco is an Equal Opportunity Employer.

The Arc San Francisco is committed to equal opportunity in the terms and conditions of employment for all employees and job applicants without regard to race, color, religion, sex, sexual orientation, age, gender identity or gender expression, genetic information, marital status, national origin, disability, citizenship or veteran status. We will consider qualified candidates with criminal histories in a manner consistent with the requirement of the San Francisco Fair Chance Ordinance.