

## Quality Control Specialist - Job Standards

Job Standards include: (Note: this is a representative list only - complete list provided with purchase)

### KNOWLEDGE OF WORK:

- Understands the operation of a records retention program and is able to develop, implement and administer the program for the organization, including database maintenance.
- Understands the quality control process and assists the supervisor through applying quality control methods and processes to loan and other documents to reduce and remove risk exposures.
- Knows the job requirements and the regulatory requirements that apply to this job function and how to apply the quality control procedures in assessing accuracy, reliability, and appropriateness of each document, procedure or practice.

### QUALITY OF WORK:

- Maintains complete and accurate daily, weekly, monthly and other periodic records of record storage, retention, destruction, retrieval procedures.
- Assists with document reviews as might be required from time to time and prepares such exception and other reports as is required in the review process.
- Follows Quality Control procedures and manuals that establish, in writing, the quality control standard methods and procedures for specific functions of the organization.
- Works with the appropriate personnel to develop ways and means of removing defects and improving the quality of documentation in true conformance with requirements.

### QUANTITY OF WORK:

- Follows the Quality Control Review schedule that sets out in advance the quality assurance practices the incumbent will perform in accordance with specific times and events.
- Invests time and effort in becoming informed about new and advanced records retention methodology, technology and best practices and prepares recommendations for considering and implementing such advanced practices.
- Plans each day's activities to ensure maximum productivity and availability to others within the organization.

### DEPENDABILITY:

- Sets the standard for superior work ethic: Sound attitude, good behavior, responsible and accountable for work, for performance requirements and for the outcomes of work processes.
- Follows through; completes promised actions on time, and ensures that all steps have been properly completed before verifying completion of required job tasks and functions.
- Is punctual in returning telephone calls, answering mail, getting things done to expectations.
- Places highest priority on being available to customers to assist in customer service delivery and resolving difficult or complex situations in the most expedient time frame.