



Re-advertisement

Supervisor, Quality Assurance

Salary: \$93,528.24 - \$153, 220.70

Applications must be received by March 16, 2023 @ 4:30 PM

Fairfax Water is seeking a Supervisor, Quality Assurance. Under the general supervision of the Manager, Customer Service, this position will be responsible for supervising the analysis of all business and process aspects of the Customer Service Department, including Contact, Revenue Management, and Field Services. Develops and tracks workload and performance metrics for programs throughout Customer Service. Presents results and recommendations that enhance efficiency and effectiveness. Manages continuous improvement projects and trains staff in process improvement methodology. Supervises employees in the Business Analyst and Customer Service Support Specialist roles.

Some of the duties include but are not limited to: Providing leadership, technical guidance, and supervising employees in the Business Analyst and Customer Service Support Specialist roles. Performing employment related duties to include interviewing to fill vacant positions and complete staff performance reviews. Working with operational staff to develop and track performance and workload metrics. Analyzing and reporting trends in performance and workload data. Identifying opportunities for business process improvements throughout the Customer Service Department. Making recommendations to the Manager, Customer Service on opportunities for enhanced efficiency and effectiveness. Responds to operational and/or system related problems; assists in the development of solutions and their implementation. Researches, analyzes, and plans implementation of new technologies to improve operational efficiency.

In addition to the qualifications listed for this position, the ideal candidate should possess extensive supervisory skills, analytical skills, and possess a strong computer aptitude.

To learn more about the position and to apply

<https://www.governmentjobs.com/careers/fairfaxwater>