

# The University of Texas at San Antonio

## *Job Description*

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Job Title: Housekeeping Quality Assurance Coordinator  
Code: 15215  
Salary Grade: 57  
FLSA Status: Non-Exempt  
Department/Division: Facilities Services/VP for Business Affairs  
Reports To: Quality Assurance Manager

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## *Summary*

- Function: Responsible for conducting planned and scheduled evaluations of university facilities to ensure given quality levels are met. Coordinate quality assurance inspections with university custodial manager and custodial contractor. Develop quality assurance plans for areas.
- Scope: Plans, develops, prioritizes, schedules and prepares quality evaluation reports for facilities management. Provides recommendations on improving service.

## *Duties*

- Typical:
  1. Conduct quality assurance inspections and prepares activity status reports.
  2. Assures quality, safe, timely and efficient operations of the Facilities custodial staff and custodial contractor.
  3. Assists in developing training materials for custodial staff.
  4. Communicate with administrators and staff as needed to ensure compliance and customer satisfaction.
  5. Inspects all areas of the university for proper utilization of custodial time, materials and equipment.
  6. Consults with Custodial Manager concerning areas that need special attention.
  7. Assists in building recognition programs such as clean building awards.
  8. Ensures safety practices are in place and maintains proper safety procedures.
  9. Performs additional duties as assigned.
- Periodic:
  1. Assist with quality assurance of grounds services.
  2. Assists in interviewing new employees.

3. Assists in performing the same duties at the other satellite locations.
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**Education**

Required	Preferred
High School Diploma or GED	Associate's Degree in Quality Control (QA)

**Other Requirements**

Required	Preferred
Criminal Background Check (CBC)	Executive Housekeeper Certification (CEH)

**Experience**

Required	Preferred
Four years of experience working in a quality assurance environment, program or customer service administration/coordination.	Six years of experience working in a quality assurance environment, program or customer service administration/coordination; with four years of supervisory experience in a leadership role in a facilities environment.
Two years of leadership experience consistent with that which would normally be obtained through supervision of employees.	
	Experience working with a Computerized Maintenance Management System (CMMS)

**Equipment**

Required	Preferred
Knowledge of personal computers, with a solid working knowledge of Microsoft Office	N/A

**Working Conditions**

Usual	Special
Normal Office environment and usual office building conditions.	N/A

**Supervision**

Received	Given
General instructions from supervisor. Determines own work sequence within limits of established policies.	Supervise assigned support staff

**Accuracy**

Proficiency in all duties performed.
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**Security Sensitive**

Specific job requirements or physical location of some positions allocated to this classification may render the position security sensitive, and thereby subject to the provisions of section 51.215 Texas Education Code.

***Internal Control***

Within the scope of position duties, responsible for seeing that operations are effective and efficient, assets are safeguarded, reliable financial data is maintained, and applicable laws, regulations, policies, and procedures are complied with.