

## QUALITY ANALYST

**DISTINGUISHING FEATURES OF THE CLASS:** The work involves responsibility for designing and conducting evaluations for use in developing, analyzing, assessing and recommending revised or new operating methods and procedures for improving the review, tracking and reporting of performance of County fee for service contract deliverables. An incumbent is responsible for developing various evaluation tools and methodologies for the purpose of conducting program/project evaluations that review and monitor departments' data collection, statistical reporting, and performance evaluation, with an emphasis on identifying and measuring the impact and outcome of County services. Work is performed under the general supervision of higher administrative personnel. Supervision is not normally a responsibility of this class. Does related work as required.

**TYPICAL WORK ACTIVITIES:** The typical work activities listed below, while providing representative examples of the variety of work assignments in the title do not describe any individual position. Incumbents in this title may perform some or all of the following, as well as other related activities not described.

Assists to develop methodology and tools to enable successful review of contract deliverable performance;

Refines the methodology and tools throughout the implementation of contract review;

Reviews project planning documents, such as contracts, invoices, interim reports, work plans, timelines, risk and issue management procedures, and progress tracking systems to report on timely and successful contract services delivery;

Reviews ongoing project activities, monitors progress, and reports any issues that threaten project success;

Responsible for ongoing review of department approval of contract agency records to ensure compliance with established contract deliverables;

Collects data on contract deliverables for distribution to Comptroller management, Executive departments, Legislative committees, and the public;

Collaborates with various departments to ensure that contract agencies are timely and thoroughly reporting;

Assists other County staff and partners to conduct data inventory and baseline/historical assessment of performance;

Supports Department staff in the identification of performance-related measures and ongoing implementation of performance management systems;

Assists in determining appropriate data collection methods to support performance measurement;

Develops clear, concise and compelling presentations of performance measures via reports, charts, graphics or other descriptive or narrative devices;

Prepares detailed statistical and narrative reports regarding program outcomes and identified performance metrics;

Supports Department staff to translate and disseminate evaluation results;

Supports Department staff with internal utilization of evaluation results to accomplish continuous quality improvement;

Assists claims audit staff in claims processing and data collection when necessary;

Performs additional duties as assigned.

**FULL PERFORMANCE KNOWLEDGE, SKILLS, ABILITIES AND PERSONAL CHARACTERISTICS:** Thorough knowledge of methods of gathering and presenting information needed by management for the promotion of operational excellence; working knowledge of tools and methodologies for conducting program evaluations; working knowledge of governmental organizational structures, operating procedures, requirements and goals; working knowledge of spreadsheet and database applications; ability to design a data collection and performance reporting process to meet specific program/project needs; ability to prepare narrative and statistical reports using computer software; ability to develop clear and concise presentations; ability to write clear and accurate reports and records; ability to establish and maintain effective working relationships; ability to gather and organize pertinent data; ability to instruct employees in procedures; initiative; accuracy.

**MINIMUM QUALIFICATIONS:** Either:

- A. Possession of a Master's Degree and one (1) year of full-time paid, or its part-time equivalent, administrative experience in program design, development or evaluation; quantitative and qualitative research methods; data analysis; program/project performance improvement; or organizational change management; **OR**
- B. Possession of a Bachelor's Degree and two (2) years of full-time paid, or its part-time equivalent, administrative experience in program design, development or evaluation; quantitative and qualitative research methods; data analysis; program/project performance improvement; or organizational change management; **OR**
- C. An equivalent combination of training and experience as indicated in A and B above.

**Note:** Your degree or college credits must have been awarded or earned by a college or university accredited by a regional, national, or specialized agency recognized as an accrediting agency by the U.S. Department of Education/U.S. Secretary of Education. If your degree was awarded by an educational institution outside the United States and its territories, you must provide independent verification of equivalency. A list of acceptable companies who provide this service can be found on the Internet at <http://www.cs.ny.gov/jobseeker/degrees.cfm>. You must pay the required evaluation fee.

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ULSTER COUNTY

5305 QUAL ANLYS

Classification: Competitive

Grade: 15

Union: CSEA

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