

TITLE: Quality Assurance Coordinator

REPORTS TO: Assistant Manager of Education and Employment

JOB STATUS: Full-Time and non-exempt



About Us

Chinese Mutual Aid Association (CMAA) is a fast-paced, community-based, 501(c)(3) nonprofit organization, dedicated to fostering the integration of the low-income, Pan-Asian immigrant and refugee community into the United States. Established in 1981, CMAA has been a cornerstone of the Uptown community, providing programming for generations of low-income youth, adults, and senior citizens. We offer direct services, including: afterschool & youth mentorship programming, job training & placement, elder care services, and social services such as citizenship & housing services.

Job Description

Chinese Mutual Aid Association (CMAA) is seeking a Quality Assurance Coordinator to provide administrative support to CMAA's Adult Education consortium partners and subcontracting agencies. The Quality Assurance Coordinator will assist partner agencies with providing opportunities for Adult Education, including English as a Second Language, GED preparation, and bridge programming, and ensure compliance with funder regulations and policies.

The ideal candidate will be detail-oriented and organized, and display a deep commitment to offering high-quality programming. She or he will be committed to getting results in a fast-paced environment and able to handle multiple projects independently. This position is an excellent opportunity to learn about and engage various ethnic and low-income communities, and to contribute to a forward-thinking team dedicated to building a sustainable Adult Education and Workforce Department.

Essential Function & Responsibilities

- Providing oversight and guidance to consortium partners' Adult Education programming and performance, including oversight of data procedures
- Conducting site visits of consortium and assess compliance with contract language, funder regulations, and WIOA (the Workforce Innovation and Opportunity Act)
- Developing and facilitating trainings and webinars for consortium administrators, developing a consortium manual
- Performing fiscal monitoring of funding use and reviewing GATA budgets for partner agencies
- Overseeing work product of Data Entry Specialist
- Advocating on behalf of partner agencies; working with management and development staff to identify opportunities for program growth
- Observing internal control procedures and evaluating effectiveness, providing recommendations for improvements
- Assisting with grant writing
- Other duties as assigned

Qualifications

We're seeking candidates who excel in analyzing and interpreting data, have a high-level of data entry accuracy, demonstrate initiative and strong critical thinking skills, and are strong communicators. You should have:

- A demonstrated commitment to meeting a high bar and a history of getting things done even in the face of obstacles

- Experience managing multiple projects and the ability to manage your time responsibly
- Proven ability to work both independently and as a team member, cooperating with and demonstrating cultural sensitivity to staff and constituents
- Bachelor's degree required.
- Knowledge of adult literacy or workforce services and proficiency in a second language are pluses but not requirements.
- Candidates must have access to reliable transportation- some travel within the city limits may be required.

Work Environment

- This job operates in a clerical, office setting. This role routinely uses standard office equipment such as computers, phones, photocopiers, filing cabinets and fax machines.

Physical Demands

- Sitting for long periods of time. Use fingers to grasp, move, or assemble very small objects.

Perks

- Health benefits
- Opportunities for growth and to give back to communities
- Fun, high-energy culture
- Flexible hours, based on individual schedule
- Relaxed dress code
- Access to an exceptional leadership team

Chinese Mutual Aid Association provides equal employment opportunities to all employees and applicants for employment and prohibits discrimination and harassment of any type without regard to race, color, religion, age, sex, national origin, disability status, genetics, protected veteran status, sexual orientation, gender identity or expression, or any other characteristic protected by federal, state or local laws.

This policy applies to all terms and conditions of employment, including recruiting, hiring, placement, promotion, termination, layoff, recall, transfer, leaves of absence, compensation and training.

To Apply:

Please send a cover letter, resume, and salary requirements to Alana Slezak Masebe, Manager of Civics and Community Integration, at alanas@chinesemutualaid.org.