

## **MAYOR'S OFFICE OF OPERATIONS**

### **911 QUALITY ASSURANCE ANALYST**

**JOB NUMBER: 11775**

**ORGANIZATIONAL PROFILE:** The Mayor's Office of Operations is creating a new team to conduct quality assurance on call processing in the 911 Public Safety Answering Center (PSAC). This team will complement existing quality assurance activities conducted by the New York Police Department (NYPD) and New York City Fire Department (FDNY). New York City's 911 system handles more than 10 million calls per year and is operated by NYPD and FDNY.

**JOB DESCRIPTION:** The 911 Quality Assurance team will report to the Quality Assurance Supervisor in the Mayor's Office of Operations. Duties include, but are not limited to:

- Measure cross-agency performance against 911 call-processing standards by reviewing calls and analyzing end-to-end call data;
- Interpret findings in reports to cross-agency quality assurance team leadership, as well as NYPD and FDNY Communications leadership, as needed;
- Coordinate with NYPD and FDNY quality assurance teams to ensure the consistent application of 911 call-handling standards across call types; and
- Undertake special projects as directed by cross-agency quality assurance team leadership.

### **QUALIFICATIONS AND/OR SKILLS:**

- Graduation from an accredited college with a baccalaureate degree, plus at least three (3) years of work experience in quality assurance or call center operations, or equivalent education and experience;
- Organization and flexibility, with the ability to handle multiple tasks simultaneously under tight deadlines, a must;
- Experience in developing and implementing innovative strategies to meet superior quality objectives in a fast-paced, quickly-changing environment;
- A demonstrated commitment to "following the data" and using fact-based analysis to support improvements to 911 call center operations;
- Proven working experience and thorough knowledge in call-center procedures and quality assurance protocols; and
- Facility in using research design and statistical sampling techniques, as well as database software.

**SALARY:** Commensurate with Experience.

**TO APPLY:** Please submit a cover letter, and resume to:

<https://a002-oom03.nyc.gov/IRM/EventRegistration/RegForm.aspx?eventGuid=4645fdd8-310d-4db6-884b-e64d4d17fedf>. In the section, "Position" please insert the Job Number, which is **11775**. This is the same number which is indicated on the upper portion of this job posting. Failure to input this Job Number will result in your application not being registered in our system.

**New York City Residency Is Required Within 90 Days of Appointment**  
**The City of New York and the Office of the Mayor are Equal Opportunity Employers**