

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

### **911 QUALITY ASSURANCE SUPERVISOR**

**JOB NUMBER: 11776**

**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 Supervisor will report to the Senior Advisor in the Mayor's Office of Operations. Duties include but are not limited to:

- Measure and oversee the application of 911 cross-agency quality assurance standards through routine reporting as well as special projects;
- Deliver and interpret performance management findings to NYPD and FDNY leadership, as well as the Mayor's Office;
- Manage the 911 cross-agency quality assurance team's day-to-day work and performance;
- Collaborate with the Mayor's Office of Data Analytics to improve the composition and presentation of 911 performance reporting, as well as on delivering special projects as necessary;
- Support NYPD and FDNY in working with vendors to improve performance of and reporting from telephony and computer-aided dispatch (CAD) systems;
- Coordinate with NYPD and FDNY Communications quality assurance teams to ensure the consistent application of 911 standards across calls;
- Coordinate with NYPD and FDNY Training teams to ensure that new hire and ongoing trainings reinforce core performance principles; and
- Develop training and performance management tools for the cross-agency quality assurance staff.

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

- Graduation from an accredited college with a baccalaureate degree, plus at least five (5) years of work experience in quality assurance or call center operations, or equivalent education and experience;
- Proven experience and thorough knowledge of call center procedures and quality assurance protocols, with a commitment to "following the data" by using fact-based analysis to support improvements to 911 call center operations;
- Excellent written and verbal communication skills, including the ability to interact with and present findings to executive-level management within City agencies and the Mayor's Office;
- Experience in developing and implementing innovative strategies to meet superior quality objectives in a fast-paced, quickly changing environment;

- Facility in using research design and statistical sampling techniques, as well as database software; and
- Demonstrated knowledge of New York City government and/or public sector management, demonstrated leadership, and staff-development skills, preferred.

**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-e64d4d17fefd>. In the section, "Position" please insert the Job Number, which is

**11776**. 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**