



## **VECRA is seeking a Full-Time**

### **Quality Assurance Specialist - Level 01**

VECRA, Inc. seeks a Quality Assurance Specialist Level 01 to be responsible for and ensure the quality and compliance of New York City Housing Authority's (NYCHA) operations and services.

#### **COMPANY DESCRIPTION**

VECRA, Inc. is a service-disabled veteran-owned small business (SDVOSB), woman-owned small business (WOSB), minority business enterprise (MBE) consulting firm implementing proven methodologies that help our clients drive growth, transform businesses, and innovate breakthrough ideas. VECRA's extensive experience with innovative software applications, reporting systems, facilities and supply chain management, program management and staffing support services are always:

**Vigilant \* Efficient \* Collaborative \* Responsive \* Accurate**

#### **JOB DESCRIPTION**

The Quality Assurance Specialist - Level 01 at the New York City Housing Authority is responsible for ensuring the quality and compliance of NYCHA's operations and services. This role involves developing and implementing quality assurance procedures, conducting audits and inspections, and providing improvement recommendations. The specialist will work closely with various departments to ensure adherence to standards and regulations, contributing to the overall effectiveness and efficiency of NYCHA's programs.

#### **ROLES and RESPONSIBILITIES**

- Conduct HQS inspections at privately owned Housing Choice Voucher program participant properties using various test equipment and hand-held computer devices.
- Develop and implement quality assurance plans, procedures, and policies.
- Conduct regular audits and inspections to ensure compliance with NYCHA standards and regulatory requirements.



- Identify areas for improvement and provide actionable recommendations to enhance quality and efficiency.
- Monitor and report on the effectiveness of quality assurance processes, identifying trends and areas for improvement.
- Collaborate with different departments to ensure quality standards are met and maintained.
- Provide training and support to staff on quality assurance procedures and best practices.
- Prepare detailed reports and documentation related to quality assurance activities.
- Assist in developing and implementing corrective action plans to address deficiencies.
- Stay current with industry standards, regulations, and best practices related to quality assurance.

#### **QUALIFICATIONS and REQUIRED SKILLS:**

- Experience in quality assurance, auditing, or a related field.
- Strong knowledge of quality assurance principles, standards, and best practices.
- Excellent analytical and problem-solving skills, with attention to detail.
- Proficiency in Microsoft Office Suite, particularly Excel and Word.
- Strong organizational and time management skills, with the ability to manage multiple tasks simultaneously.
- Effective communication and interpersonal skills, with the ability to work collaboratively with diverse teams and stakeholders.

#### **EDUCATION**

- Bachelor's degree in Quality Assurance, Business Administration, Public Administration, or a related field.

#### **OTHER**

- **Duration:** Until 12/31/2024
- **Salary:** Dependent on years of experience and education.
- **Location:** Onsite; Bronx, New York
- **Travel:** No

#### **BENEFITS**



We offer a competitive benefits package for full-time employees to include paid holidays, paid time off, medical and dental.

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VECRA, Inc. is an equal opportunity and affirmative action employer. VECRA is committed to administering all employment and personnel actions on the basis of merit and free of discrimination based on race, color, religion, sex, sexual orientation, gender identity, national origin, protected veteran status, or disability.

VECRA maintains a drug-free workplace and performs pre-employment substance abuse testing and background checks, where permitted by law.

Email resumes to [HumanResources@vecrainc.com](mailto:HumanResources@vecrainc.com) with **Subject Line:** Quality Assurance Specialist

- Level 01