



**Action Pathways, Inc.**  
**Job Vacancy Announcement**

Title	Type	Date Opened
WAP Quality Monitor	Full Time /Non-Exempt	06/11/2019
Department/Location	Entry	Closing Date
Weatherization/Dick Street	\$ 13.24 per hr.	<b>(OPENED UNTIL FILLED)</b>

**Required Education & Experience**  
 Associates Degree with a two year college or technical school. Three years related experience; or equivalent combination of experience and education or training. Possess the ability to read and interpret financial budget and expenditures information. .

**Conditions of Employment:**  
 Background check with state and Federal law enforcement agency required. Selected applicant must submit to a post offer pre-employment substance abuse screening test and receive a negative result for the use of drugs and alcohol as specified in agency policies. Must submit and receive negative results for random testing of same. Applicant must have and maintain a valid NC driver’s license with an acceptable driving record. Must be able to pass a post offer physical examination. Position requires applicant to work outdoors, inspecting under houses and in attics.  
 Action Pathways, Inc. is an “at-will” employer. Either the employee or Action Pathways, Inc. may terminate the employment arrangement at any time, with or without cause.  
 Management has the exclusive right to alter this job description at any time without notice. The job description or announcement is not an employment agreement or contract.

**General Duties & Responsibilities**  
 Conducts quality improvement inspections of Weatherization program, service, system, and files to ensure agency meets highest standards for clients, employees, and other stakeholders by performing the following duties.

- Conducts quality monitoring and inspection follow-ups in accordance with a prepared schedule. Completes appropriate checklist. Communicates significant issues identified during quality assurance activities. Prepares report of findings, concerns and recommendations.
- Reconciles Weatherization invoices regularly as they are submitted. Compares work orders with invoices, checks figures, ensure invoices are complete. Work with subcontractors on discrepancies.
- Reviews customer satisfaction questionnaires to assess clients' perceived quality of care. Prepares summary of responses monthly and quarterly for submission to Program Director, CEO and Board of Directors.
- Tracks all work orders and reconciles weatherization invoices. Responsible for ensuring proper files management to include accuracy, daily maintenance and confidentiality of client information. Collaborates with team members in analyzing program data. Ensures all required fields are complete and accurate prior to submitting to grantor.
- Tracks program corrective action plans and prepares progress report to Program Director, CEO and Board of Directors.

**Knowledge**  
 Applicant must:

- Have a valid driver’s license and own transportation.
- Possess computer proficiency that enables learning specific program software within 30 days of hire.
- Should have knowledge of Internet software and Microsoft Office Suite. Strong Excel skills a plus.

**How to Apply:**  
 Applications may be obtained at Action Pathways, Inc., 316 Green Street, Fayetteville, NC or download an employment application at [www.actionpathways.ngo](http://www.actionpathways.ngo). Applications and resumes must be received by 4:00 pm on the application closing date listed in the announcement. Please direct all applications to the attention of Human Resource Department.

**“An Equal Opportunity Employer”**  
**Cumberland Community Action Program, Inc. hires only United States citizens and lawfully authorized aliens who are in compliance with the Immigration Reform and Control Act.**