

Cultivate Your Career



QUALITY ASSURANCE COORDINATOR PERMANENT FULL TIME

Organization	City of St. Albert
Website	www.stalbert.ca
Department	Emergency Services
Location	5 St. Anne Street, St. Albert
Compensation	\$89,002.64 per annum
Closing Date	January 5 2025
Competition #	24/XX

OPPORTUNITY

As Alberta's 'Botanical Arts City', St. Albert is a community renowned for its botanical arts, its commitment to a green lifestyle and the cultivation of activities that provide for a well-rounded quality of life. Our employees provide over 70,000 residents with high-quality programs and services and are proud to contribute to making St. Albert one of the best places to live in Canada.

The City of St. Albert is recruiting an individual to join our Emergency Services department as a Quality Assurance Coordinator.

Reporting to the Deputy Chief, this position will be responsible for implementing and maintaining the St. Albert Fire Service Quality Management program, managing internal and external audits, as well as reviewing departmental programs and practices.

The key responsibilities will include:

- Leading the planning and development of a comprehensive and effective quality management program.
- Developing and maintaining standardized quality management processes to improve quality, efficiency, effectiveness, and support the implementation of best practices while mitigating risk.
- Reviewing policies and programs on a scheduled basis and maintaining accreditation files to ensure compliance with accreditation standards.
- Serving as a liaison between the St. Albert Fire Service and outside agencies in all accreditation and compliance efforts.
- Effectively planning, executing and facilitating audit programs to support accreditation and operational standards.
- Researching best practices and field-specific trends to translate the data into proactive and actionable recommendations, processes, and programs.
- Leading the development and implementation of effective data management programs,
- Gathering and analyzing data for measuring adherence to standards and Key Performance Indicators.

QUALIFICATIONS

- University Degree in business or data analytics.
- 5 years of relevant experience.
- Relevant experience with Records Management systems and Emergency Dispatch systems.
- Certified Business Analysis Professional (CBAP) or related certifications are an asset.
- Previous experience with fire service accreditation programs, Qmentum EMS Accreditation Program, and National Fire Prevention Association (NFPA) standards is an asset.
- Experience or understanding of the operation of an integrated fire service is an asset.
- Ability to maintain the confidentiality of data and processes.
- Excellent skill in engaging stakeholders to advise and influence according to recommendations they have developed.
- Proficient in the best practices of quality management programs, including the ability to develop and implement programs.
- Familiarity with audit processes, with the ability to coordinate and manage them on a frequency.
- Skill in research and data gathering to support KPI reporting and monitoring.
- Advanced skill with Microsoft Office suite.

COMPENSATION

\$89,002.64 per annum. In addition, the City of St. Albert offers a generous and comprehensive benefit package.

HOURS OF WORK

We offer a compressed bi-weekly work schedule of 72 hours, Monday - Friday, 8:00 - 5:00, with a biweekly regular day off (RDO).

CONDITIONS OF EMPLOYMENT

The successful applicant will be required to obtain a satisfactory police information check.

The successful candidate will be required to provide proof of educational and professional credentials.

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A valid Class 5 Drivers License and a personal vehicle for work use are required.

APPLICATION PROCESS

If you are interested in this opportunity, please submit a cover letter and resume via our City of St. Albert employment opportunities site www.stalbert.ca/employment

CLOSING DATE

January 5 2025

We wish to express our appreciation to all applicants for their interest and effort in applying for this position. However, only candidates selected for interviews will be contacted.