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## **Position Announcement and Job Description: Quality Assurance Associate**

### **Who We Are**

Hispanic Federation (HF) is the nation's premier Latino nonprofit membership organization. Founded in 1990, HF supports Hispanic families and strengthens Latino institutions through grant making and direct services in the areas of education, health, immigration, civic engagement, economic empowerment, and the environment. Values that drive our work include equality, fairness, diversity, and empathy.

Hispanic Federation was selected as one of 15 organizations to participate in the Food Workers Relief (FFWR) Grant Program sponsored by the United States Department of Agriculture. Hispanic Federation will be working with 39 of its partner organizations to distribute the payments to frontline farmworkers and meatpacking workers. Including the FFWR grant, Hispanic Federation is on track to provide more than \$75 million in COVID-19 related relief, working with over 400 nonprofits in 41 states, Puerto Rico, the U.S. Virgin Islands, and the District of Columbia.

### **Who We Seek**

Hispanic Federation seeks a Quality Assurance Associate to support our finance department for the Food Workers Relief (FFWR) Grant Program and contract-related work.

The Quality Assurance Associate is responsible for assessing the accuracy and accountability of the documentation required by Hispanic Federation and FFWR Grant Program. This role will provide support in a fast-paced environment and evaluate the information and evidence of eligibility submitted by CBOs (community-based organizations). This role will be part of a team providing the final approval efficiently and securely to distribute financial assistance to eligible farmworkers and meatpacking workers benefiting from the FFWR grant.

The successful candidate will be a self-starter with experience working with community-based organizations focused on supporting the Latino Community. The person in this role must accurately complete the tasks necessary to develop and implement quality processes and procedures and recommend enhancements to training materials as needed to improve customer experience.

This position will work closely with the Hispanic Federation Finance Department and the National Director for Economic Mobility. The position is funded for the duration of the FFWR Grant Program, about December 2024. The position works on a hybrid model and will be required to be onsite at least 50% of the time.

**Position Location:** New York Headquarter Office

**Reports to:** Vice President for Finance

### **Job Duties and Responsibilities**

- Oversee and adhere to processes and procedures to effectively manage daily operations, including internal and external user guides/resource manuals.
- Evaluate information and evidence of eligibility submitted by HF partners and support HF internal teams to provide the final approval.
- Maintain database and prepare monthly reconciliations with partner agencies and FSI portal for beneficiary enrollments and payments .
- Communicate with HF's partner agencies regarding any issues or irregularities during reconciliation.
- Work collaboratively with all internal HF team(s) and support the Compliance Director to monitor progress, process payments, and manage compliance, report all issues identified to relevant parties.
- Support funding disbursements and ensure program staff are aware of critical deliverables, benchmarks for data, and reporting, prepare reports as necessary for review and approval.
- Participate in ongoing efforts to improve and streamline the quality assurance policies, workflows, techniques, and program guides.
- Communicate with partners about the application approvals status and ensure that updated documentation and communication notes are safely stored or recorded.
- Participate in program assessment, relationship management, quality assurance documentation, and management reports to ensure compliance with HF Protocols.
- Participate in peer learning groups to identify needs, gather feedback, and participate in training and webinars.
- Complete audits during various steps of the program implementation process
- Support monitoring format, and quality standards, analyze and prepare internal and external quality reports for senior management.
- Other job duties as needed to ensure team effectiveness.

### **Skills and Qualifications**

- Bachelor's degree in a business field such as business or public administration, nonprofit management, finance, or accounting and at least two (2) years of experience with quality assurance or program assessment
- Outstanding customer service skills and dedication to providing exceptional customer care
- Focus on quality and customer service
- Solid time management skills
- Must be able to effectively deal with people at all levels inside and outside of the company
- Must adapt well to change and successfully set and adjust priorities as needed
- Excellent oral and written communication skills.

- Strong financial and analytical skills with exceptional attention to detail.
- Must be able to function well in a fast-paced work environment, able to respond to multiple requests for assistance simultaneously.
- Work collaboratively and independently, have experience working with remote offices
- Computer skills including Microsoft Office (Word, Excel, PowerPoint, Teams, SharePoint).
- Excellent interpersonal and communication skills, with a flexible and collaborative spirit.
- Ability to prioritize and work under multiple deadlines.
- Strong understanding of Latino and social justice issues and a commitment to Hispanic Federation's mission and core values.
- Bilingual in English and Spanish is required for this role.
- Project Management Experience desired

### **Compensation and Benefits:**

Salary range for this position is \$45,000-\$50,000 and is commensurate with experience. Compensation comes with a robust benefits package with a fully subsidized medical, dental, vision insurance after 2 months, 403(B) retirement plans with a company match after 6 months, and access to flexible spending and pre-tax commuter benefits.

First year employees of the Hispanic Federation receive a PTO package with 15 days designated for vacation, 4 Personal Days, and 8 Sick Days annually.

### **COVID-19 Vaccination Requirement**

HF will adhere to all local, state, and federal vaccine requirements. HF requires vaccination against COVID-19 for all employees. Reasonable Accommodations based on a qualifying disability, medical necessity or sincerely held religious belief in accordance with applicable law will be considered upon request.

### **To Apply**

Please submit a résumé and cover letter detailing your interest and qualifications via e-mail to [careers@hispanicfederation.org](mailto:careers@hispanicfederation.org) with "Quality Assurance Associate" in the subject line. No telephone calls and only selected candidates will be contacted.

This is a full-time position based in our New York City Office, and the successful candidate will be required to report to the office on a consistent basis.

Hispanic Federation is an equal opportunity employer and does not discriminate against actual or perceived race, color, religion, gender identity, gender expression, age, national origin, creed, disability, marital status, sexual orientation and/or other protected categories.