Vacancy Announcement #62-14

PROJECT MANAGER, QUALITY ASSURANCE

Hiring Salary: Negotiable

DC Residents Preferred

SUMMARY DESCRIPTION

Under the Direction of the Senior Vice President and General Manager, the Project Manager, Quality Assurance is responsible for leading the organization with regard to quality assurance, quality control, and sanitation management. The Project Manager, Quality Assurance will be responsible for protecting the integrity of Events DC brand. The Incumbent is responsible for facility inspections with a focus on cleanliness, overall facility condition, guest safety, and organizational standards. The Project Manager, Quality Assurance directs, through intermediate personnel, workers engaged in service and support activities to ensure continuous control over policies, procedures, materials, facilities, and products. The Project Manager, Quality Assurance will work with senior management, directors, managers and staff to develop procedures, standards, and proposals that will advance the organization’s efforts to become a leader in environmental sustainability, best practices, and education. The incumbent will play an integral role in the organization’s pursuit of Energy & Environmental Design (LEED) green building certification program.

The Project Manager, Quality Assurance also acts as a liaison with internal and external customers on matters relating to quality surveys and improvements. In an effort to ensure continued success, the incumbent is responsible for day-to-day management of the operational QA Program including QA Audit and Guest Satisfaction Programs; such as “Strive for 5”, etc. The incumbent will ensure QA program tools are known, utilized and effective and will evolve as business needs change.

The Project Manager is the Authority’s primary COTR for the food & beverage service activities on all campuses. Service partners on both campuses will report to the Project Manager, Quality Assurance. The Incumbent is responsible for ensuring that the F&B service partner is in compliance with customer, federal and District regulatory audit requirements and agencies to include local health department, FDA, USDA and DOA. Incumbent will be responsible for ensuring F&B service partner is implementing and improving quality management programs and procedures and will watch over the day-to-day operations to ensure adherence to all quality and regulatory standards. The incumbent acts as Events DC’s Alcohol Compliance Administrator and ensures all alcoholic beverage laws and rules are being adhered to by Food Service Partner, and Events DC personnel.

ESSENTIAL DUTIES AND RESPONSIBILITIES

The duties listed below are intended only as illustrations of the various types of work that may be performed. The omission of specific statements of duties does not exclude them from the position if the work is similar, related or a logical assignment.

- Institute and continually monitor Hazard Analysis and Critical Control Points (HACCP) system, to ensure a systematic preventive approach to food safety from biological, chemical, and physical hazards in F&B production processes.
- Develops, implements and administers systems to ensure efficient performance and quality service to customers.

~OVER~
Monitor and advise on the performance of the Divisions and Departments throughout the facility and produces data and report on service performance, measuring against quality indicators.

Ensure compliance by and inspect F&B and Janitorial Departments with utilization of Material Safety Hazard Sheets (MSDS), and Product Safety Hazard Sheets (PSHS),

Effectively conduct the Quality Assurance programs according to the requirements for each customer. The Project Manager must be well-versed in specific client requirements, details of the quality assurance program and have a thorough knowledge of Event DC policies and procedures

Actively and physically monitors show floor and event activities in order to ensure compliance with applicable regulations and laws, satisfaction of participants, employee performance, and resolution of any problems that arise.

Ensures and reviews/ modifies food and beverage asset inspection reports, work orders, detailed records of services rendered, equipment inventory, cost and replacement studies, equipment evaluations, standard maintenance procedures and maintenance schedules.

Ensures and leads operation in compliance with Occupational Safety and Health (OSHA) regulations. These regulations include limits on chemical exposure, employee access to information, requirements for the use of personal protective equipment, and requirements for safety procedures.

Performs routine preventive maintenance inspection of F&B facilities, fixtures and equipment provided by Authority and Food Service Operator to ensure kitchen equipment continue to run smoothly, systems operate efficiently, or the physical condition of F&B outlets does not deteriorate.

Maintain conditions and/or adopt practices necessary and appropriate to protect workers on the job.

Advises on changes and the implementation of programs while offering and providing training, tools and techniques to enable others to achieve quality in service.

Provide periodic reporting on key food safety and sanitation indicators including pest management, foodborne illness, health department reports, etc.

Facilitate and conduct post-event evaluations in order to determine how future events could be improved.

Develops and implements operational policies and procedures designed to promote efficiency and quality of service and interdepartmental coordination.

Reviews internal banquet event orders and contracts to ensure proper costing for both internal and external customers.

Conducts physical inspections of building and services and set up and maintain quality controls and documentation procedures

Monitors performance by gathering relevant data and producing statistical reports.

Identifying relevant quality-related training needs and delivering training.

Follow up on service complaints and survey results.

Work with service partner to ensure food service and safety by conducting/supervising internal audits, identifying root causes, recommending corrective actions, and working with senior management or corporate representatives to verify resolution.

Oversee all alcohol regulatory processes and distribution of permits to customers.

Performs a variety of related tasks and special projects as assigned.

**SKILLS, KNOWLEDGE AND ABILITIES**

- Ability to interface well with the public.
- Ability to investigates product quality problems and recommends changes or improvements
- Strong analytical skills and experience with implementation and administration of Quality Assurance metrics

~OVER~
• Knowledge and proficient of sustainability issues and best practices, and technical expertise for addressing such issues.
• Skilled in implementing successful programs to improve organizational performance regarding sustainability issues while attending and participating in appropriate meetings, functions and seminars relating to quality assurance and sustainability.
• Represent the company at various community and/or business meetings and networking events
• Working knowledge of the hospitality industry with a key emphasis on customer service.
• Ability to assimilate, synthesize and interpret large amounts of information; such as data, documents and instructions, from various sources, both orally and in writing.
• Demonstrated ability to work collaboratively to resolve issues with strong influencing, diplomacy, and partnering skills in order to grow relationships and guide business partners to the best solutions.
• Strong leadership skills that inspire team confidence and respect while motivating team members in a creative and effective manner.
• Demonstrated ability to work in a fast paced environment.
• Ability to perform duties with little supervision.
• Ability to work a flexible schedule, including days, evenings, nights, weekends and holidays.

MINIMUM QUALIFICATIONS

• Bachelor's degree in hotel management, marketing, convention planning and operations, or a closely related field.
• Master’s Degree preferred.
• Five (5) to ten (10) years of experience in convention, hospitality industry, or closely related field.
• Three (3) to five (5) years of supervisory/managerial experience.
• Any equivalent combination of related experience, training, and/or education.

DESIRABLE QUALIFICATIONS

• Quality assurance in guest satisfaction and measurement in hotel, gaming, dining, healthcare, sports, entertainment, real estate, retail or travel.
• Project management experience

In an effort to protect our environment from paper waste all candidates must apply on-line on our website:


Computers are available in the Human Resources' lobby for on-line application purposes
Mondays-Fridays, 8:30am to 5:30pm.
Washington Convention & Sports Authority
Human Resources Department
801 Mount Vernon Place, NW
Washington, DC 20001

All candidates will be considered without regard to race, color, religion, sex, age, national origin, marital status, disability or sexual orientation.