



# BANANAS

## **POSITION ANNOUNCEMENT**

### **Quality Assurance Specialist**

#### **Position Overview**

BANANAS Inc. is seeking a committed and engaged Quality Assurance Specialist. The successful candidate will need to be flexible, have good time management skills, and be able to handle competing priorities.

#### **About BANANAS Inc.**

BANANAS is an Oakland based not-for-profit organization that has supported families in their parenting journey since 1974. We consider ourselves experts in the field of early care and education. Our programs and services support families and early care educators in raising our youngest learners to be happy and confident children. We provide assistance to families to find and pay for quality child care, parenting workshops, affinity support groups, playgroups, and professional development early care and education providers. Our support allows working families to thrive and be confident their children are in quality and nurturing learning environments. It is our vision that all children grow up to succeed in life and that they have all the support and tools they need to be eager and curious learners. BANANAS is a great place to work with colleagues who care about our families, early care educators, and each other.

#### **Key Responsibilities**

The Quality Assurance Specialist is responsible for providing regular and systematic program compliance reviews of client services files and payment records. This position will be conducting Quality Assurance measures to ensure that the provider files, client services files, and payments made are accurate and in compliance with CDSS regulations and that errors are accurately documented. The goal of the Quality Assurance Specialist is to obtain a 0% error rate throughout the Alternative Payment Programs.



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## Major Duties

- Preparation for internal and external audits
- Preparation of files, double-checking for accuracy prior to an audit.
- Prepare and present information and data to management, external auditors, and regulators as needed.
- Conduct ongoing reviews of the quality system, provider payment, and client services regulatory compliance.
- Develop, maintain, and update error tracking systems for individual and programmatic tracking of errors.
- Work collaboratively with Client Services Counselors to update family files to ensure all files are within regulations and in compliance.

## Qualifications

### **Required Attributes and Experience**

- Experience using databases
- Adherence to tight deadlines
- Accurate with strong math skills and attention to detail
- Excellent analytical skills
- Excellent oral and written communication skills
- Ability to effectively present information and respond to questions
- Strong organizational skills and the ability to develop and maintain an organized structure
- Computer experience: Intermediate proficiency with a strong emphasis on Microsoft Word, Excel, and Outlook

### **Desirable Attributes and Skills**

- BA degree or two years related experience
- Understanding of CDSS regulations
- Understanding of the Resource & Referral process
- Experience using NOHO databases
- Valid driver's license & insurance

## Salary

\$26.81 - \$28.25 (DOE) - This is a non-exempt (hourly) position.



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## Schedule

BANANAS has a 37-hour work week (Mon - Thurs - 7.5 hours and Fri - 7.0 hours). The incumbent for this position must have the flexibility to work certain weekends, as needed.

## COVID-19 Considerations

Staff complete daily temperature checks. Face-covering is optional. BANANAS reserves the right to update the requirements for vaccinations and masking mandates to comply with guidance and regulations set forth by the State and/or Federal government of the United States.

## How to Apply

To apply for the position, please email all required information to [hr@bananasbunch.org](mailto:hr@bananasbunch.org).  
**No phone calls, please.**

BANANAS is committed to the principles of equal employment. We are committed to complying with all federal, state, and local laws providing equal employment opportunities and all other employment laws and regulations. It is our intent to maintain a work environment that is free of harassment, discrimination, or retaliation because of age (40 and older), race, ethnicity, religious creed, color, natural hairstyles, national origin, ancestry, physical disability, mental disability, medical condition (including genetic characteristics), genetic information, marital status, sex (including pregnancy, childbirth, breastfeeding, reproductive health decision-making or related medical conditions), gender, gender identity, gender expression (including transgender), sexual orientation, military or veteran status, citizenship status, or any other status protected by federal, state, or local laws.