



POSITION ANNOUNCEMENT

Quality Assurance Specialist (Trainer)

Position Overview

BANANAS Inc. is seeking a Quality Assurance Specialist (Trainer) who leads the process for documentation, training, protocol, memo, and procedural writing and updating for Child Care Subsidy programs. This position will work in partnership with the Client Services Manager, Provider Payment Manager, and Quality Assurance Manager in the development of subsidy training functions. The Quality Assurance Specialist will assist with and lead quality assurance-related internal audits in partnership with the Client Services Manager, Contract Monitoring Specialist, and Provider Payments Manager to ensure adherence to regulatory standards for the Child Care Subsidy Division.

This position performs duties in support of BANANAS' mission and program operations. The duties listed below represent the essential functions of the position. Reasonable accommodations may be made to enable qualified individuals to perform these essential functions.

Job duties, responsibilities, work locations, and schedules may change based on organizational needs.

About BANANAS Inc.

BANANAS is a nonprofit organization that supports families, children, and early care and education providers. Our programs help families connect with all types of child care options, from family child care, home-based settings, preschool centers, family, friend, neighbor caregivers, and nannies, so they can work or continue their education. Providers are supported with technical assistance and professional development. We are experts in the field of early care and education, and our wide variety of services supports families and child care providers in raising early learners. We offer workshops, playgroups, coaching, and support groups for parents and caregivers. Low-income families are supported with financial

assistance so they can access quality child care. BANANAS is a great place to work with colleagues who care about their clients, our youngest learners, and each other.

Primary Duties and Responsibilities

Quality Assurance

- Responsible for regulatory compliance of state subsidy, Title V, Child Care Bulletins and California education code regulations
- Lead initiatives to develop and/or improve processes
- Address nonconformities from previous internal and external audits.
- Ensure documentation and controls are appropriate for organization
- Develop and maintain performance metrics, including corrective action report and utilize data to address staff performance improvement needs
- Special projects as identified

Training & development

- Ensure delivery of new hire and recertification training
- Develop and maintain subsidy department training program and documentation program Both in person trainings and webinars
- Implement a training curriculum that includes testing and assessment of skill development and readiness to work independently
- Create appropriate employee training plans for employees that require further training or further development to be able to work independently.
- Train agency staff on new procedures, procedure updates, and any other type of training required by the CDSS
- Ensure all training is completed timely and per training plan
- Update training materials as needed
- Maintain and update the organization's training matrix for Client Services, Provider Payments and Quality Assurance
- Identify and facilitate job specific trainings

Database Management

- Kindersystems database administration
- Provide technical assistance on subsidy database
- Manage data reports, requests and queries
- Provider and Parent Portal Database Maintenance

Secondary Duties and Responsibilities

- Attend all relevant professional development conferences, meetings and trainings
- Attend community meetings and represent BANANAS' mission and goals.
- Back-up to facilitate parent appeals and provider grievances procedures
- Back-up for funders reports
- Back-up for 801A/B reports
- Perform all duties in accordance with organizational policies, values, and strategic priorities. Assume additional responsibilities and complete special projects as assigned.

This job description is not intended to be an exhaustive list of duties. Responsibilities may change at any time, with or without notice.

Role Scope

This position is responsible for performing assigned duties in support of BANANAS' programs and operations. This role does not include supervisory responsibility over staff. Employees are expected to follow established procedures, collaborate with team members, and escalate issues as appropriate.

Work Location Flexibility and Travel Requirements

This position may be assigned to work at different locations to support program needs, coverage requirements, and operational priorities. Employees are expected to demonstrate flexibility in work assignments and locations.

Travel between BANANAS' locations during the workday will be considered compensable hours worked for non-exempt staff, and business mileage and approved work-related expenses will be reimbursed in accordance with California Labor Code Section 2802 and BANANAS' policy.

This position is assigned to a designated, fully equipped BANANAS workspace. While partial telecommuting may be permitted as a convenience to the employee, on-site workspace and resources remain fully available. Voluntary remote work expenses associated with a home office (such as home internet or utilities) are not deemed necessary job expenditures and are not subject to reimbursement, unless otherwise required by law or pre-approved in writing by the Human Resources Department. Employees are expected to utilize BANANAS-provided communication tools and equipment for all business tasks; use of personal devices for work purposes must be pre-authorized.

Qualifications and Experience

Required Qualifications

- Excellent client service 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 Google Workspace

Preferred Qualifications

- BA degree and/or two years related experience
- Understanding of CDSS, WIC, Title 5 regulations
- Understanding of Resource & Referral process
- Experience using KinderSystems databases
- 1-3 years of prior quality control experience

Physical Requirements

While performing the duties of this job, the employee is regularly required to communicate and exchange information accurately. The role frequently involves using hands to type, handle, or feel, and occasionally requires reaching with hands and arms. Requires the ability to view and read data on standard digital screens and computer monitors for extended periods.

The position is primarily sedentary, though some standing, walking, and light handling of office files or materials may be required. The employee may occasionally need to lift or move office supplies and materials up to 10 pounds.

Reasonable Accommodation

BANANAS provides reasonable accommodations to qualified individuals with disabilities and others as required by applicable law. Employees requesting an accommodation should contact the Human Resources Department to initiate the interactive process.

Salary

\$30.26 - \$31.52

Placement within the range is determined based on experience, education, internal equity, and BANANAS' budget considerations.

This position is classified as Non-Exempt under the Fair Labor Standards Act (FLSA). Non-exempt employees are eligible for overtime compensation in accordance with federal and California wage and hour laws.

BANANAS complies with the California Equal Pay Act.

Schedule

BANANAS has a 37.5-hour work week (7.5 hours/day) Monday through Friday. The incumbent for this position must have the flexibility to work certain weekends, as needed. Flexibility and adaptability are essential for success in this role.

Work Environment and Safety

This role operates in a professional environment using standard office tools and technology. BANANAS maintains workplace safety practices consistent with applicable Cal/OSHA requirements and public health guidance.

Staff are required to complete daily temperature checks. Face-covering is optional.

BANANAS reserves the right to change or update the conditions of employment 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.

At-Will Employment Statement

Employment with BANANAS is at-will and may be terminated at any time by either party, with or without cause or notice, as permitted by law. This job description does not constitute a contract of employment or guarantee of continued employment. The at-will

nature of employment can only be modified by an express written agreement signed by the CEO of BANANAS.

How to Apply

To apply for the position, please email a cover letter and your resume to 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. We intend 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.

We actively seek to recruit, hire, and retain individuals from diverse backgrounds and perspectives, and we strive to create a workplace where everyone has an equal opportunity to thrive.