



Office of the Mayor

Mayor's Office of Operations
911 Quality Assurance Analyst

Job Number: 16926

About the Office: The Mayor's Office of Operations is creating a new team to conduct quality assurance on call processing in the 911 Public Safety Answering Center (PSAC). This team will complement existing quality assurance activities conducted by the New York Police Department (NYPD) and New York City Fire Department (FDNY). New York City's 911 system handles more than 10 million calls per year and is operated by NYPD and FDNY.

About the Role: The 911 Quality Assurance team will report to the Mayor's Office of Operations. The Quality Assurance Analyst's duties entail measuring cross-agency performance against 911 call-processing standards by reviewing calls and analyzing end-to-end call data. Duties also include, but are not limited to:

- interpreting findings in reports to cross-agency quality assurance team leadership, as well as NYPD and FDNY Communications leadership, as needed;
- coordinating with NYPD and FDNY quality assurance teams to ensure the consistent application of 911 call-handling standards across call types; and
- undertaking special projects as directed by cross-agency quality assurance team leadership.

Qualifications and/or Skills: The preferred candidate must be organized, flexible and able to handle multiple tasks simultaneously under tight deadlines. In addition, have:

- experience in the development and implementation of innovative strategies to meet superior quality objectives in a fast-paced, quickly-changing environment;
- commitment to "following the data" and using fact-based analysis to support improvements to 911 call center operations;
- thorough knowledge of call-center procedures and quality assurance protocols; and
- comfort in using research design and statistical sampling techniques, as well as database software.

Salary: Commensurate with experience.

To Apply: Submit a cover letter and resume to [Candidate Application](#)

New York City Residency Is Required Within 90 Days Of Appointment
The City Of New York And The Office Of The Mayor Are Equal Opportunity Employers