

Functional Position: Evaluator, CrossCheck Quality Assurance  
Level: Associate  
Reports To: Manager, CrossCheck Quality Assurance  
Location: Field/Remote/Home Office  
Classification: Full Time (average 40-50 hours per week)  
FLSA Status: Exempt

#### Job Summary:

The incumbent in this role will independently provide IHS services to IHS clients with a focus on quality assurance and compliance assessment work pertaining to, but not limited to, corporations, healthcare systems and universities:

- Represents IHS in conducting onsite quality assurance evaluations utilizing the IHS CrossCheck proprietary technology at IHS client locations. These evaluations include but are not limited to: Full and Limited Service Cafes, Retail Foodservice, Patient Dining Services, Resident Dining Services, Coffee Bars, Micro Marts, Conference Centers, and Fitness facilities.
- Accountable for quality assurance inspections, execution and reporting reflecting the results of work performed by contracted service providers as well as self-operated departments, applying evaluation guidelines and instructions.
- Measuring and improving the accuracy and effectiveness of the CrossCheck evaluation processes, criteria, reporting and database management.
- Support all aspects of CrossCheck quality assurance department including, but not limited to: delivery, client scheduling, data, systems, program analysis, and service execution.
- Effectively communicates in a timely manner with consultants, peers and clients on deliverables, timelines and support, as needed.

#### Duties & Responsibilities:

- Working closely with IHS CrossCheck management, develop test areas and templates based on client needs and venue.
- Complete quality assurance evaluations for multiple clients utilizing the CrossCheck defined standards and procedures.
- Provide prescriptive commentary on all test areas that are below expectations to mitigate future quality compliance issues.
- Prepare and transmit quality assurance reports to clients and operators reflecting the work performed.
- Create evaluation calendars, accurately estimating time and resources required to complete each evaluation, organizing, and communicating information to key stakeholders.
- Assist Consultants and Principals on project work by conducting research and analysis as needed.
- Enter communication with client's using Pipedrive CRM tool.
- Enter billable time and expenses using BillQuick Project Management and Accounting software per company standards.
- Attend regularly scheduled team meetings via web meeting or in person.
- Participate in ongoing employee engagement survey processes.
- Maintain an active Food Safety and Sanitation certification (ServSafe).
- Perform additional job duties as requested.

#### Qualifications:

- Bachelor's Degree (B.A./B.S.), in Hospitality / Food & Beverage Management, Business or Culinary related disciplines or demonstrated management experience in hospitality-related positions.
- 5+ years of project management or related experience.
- Excellent verbal and written communication skills with the ability to communicate professionally with peers, clients, and operators.
- Must possess ability to collaborate with senior level personnel and provide leadership to stakeholders regarding best business practices and continuous improvement processes.
- Exceptional work ethic, self-motivation, positive attitude, and willingness to learn.

- Proficient skills in Microsoft Office Suite (Excel, Word, PowerPoint, Outlook).

Key Competencies:

- Ability to work independently under minimal supervision
- Proficient project management skills
- Analytical and financial aptitude
- Critical thinking and problem-solving skills
- Planning and organizing
- Influencing and leadership skills
- Collaborative approach with strong interpersonal skills
- Track record of initiative, integrity and good judgment

Travel:

- Travel requirements: Average of 2 – 4 trips per month, based on client and IHS support demand.

Core Values (Commitment):

- Go the extra mile to transform a client's vision from insight to impact.
- Challenge ourselves and our clients to find unconventional solutions.
- Do the right thing, always.
- Educate ourselves every day and educate our clients at every opportunity.
- Treat everyone with respect and dignity.
- Embrace diversity in all its forms.