



## Service Professional Job Description

<b>Title:</b> <b>Quality Assurance Coordinator</b>	<b>Job Code:</b> <b>Grade:</b> <b>FLSA:</b> <b>Exempted</b>
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**POSITION TITLE:** Quality Assurance Coordinator

**SALARY AND BENEFITS:** Competitive

### **DUTIES & RESPONSIBILITIES:**

The Arizona State University Representative Office (ASU RO) in Vietnam seeks a Coordinator responsible for program assessment related to Higher Education quality initiatives in Vietnam including VULII (Vocational University Leadership Innovation Institute) and HEEAP (Higher Engineering Education Alliance Program). He or she will work in close cooperation with ASU's local team in Vietnam, and report to the Associate Director responsible for VULII and HEEAP assessment and evaluation activities.

A successful candidate will demonstrate knowledge and experience with various aspects of assessment and evaluation including research design and planning, data collection, data summarization and reporting for both qualitative and quantitative data. Duties will include providing support to local institutions in completing reporting and self-study documents, acting as a resource to HEEAP/VULII institution quality assurance staff, conducting literature reviews and research, acquisition and examination of documents, conducting field observation and focus groups. Candidates should be capable of effective written and verbal communication in English and Vietnamese with ASU co-workers, institutional partners, company and government executives, university faculty members and members of the private sector.

To learn more about HEEAP and VULII, please visit [www.heeap.org](http://www.heeap.org)

**SCHEDULE:** Monday-Friday 8:00AM - 5:00PM, as well some evenings and weekends

### **ESSENTIAL DUTIES:**

Essential duties include, but are not limited to:

- Assist local institutions in completing reporting and self-study documents.
- Gather assessment data from a variety of sources; conduct subject interviews, focus groups, in-country surveys, field observations and document review, etc.
- “Clean”, summarize and report assessment data effectively.
- Conduct literature reviews and research.
- Collect and report qualitative and quantitative data and assist in the teaching of others about these tasks.



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- Correspond and meet face-to-face with institutional partners as assigned, assisting QA staff in HEEAP institutions, keeping assessment systems running smoothly, keeping records up to date, maintaining quality of data and processes, and ensuring positive relationships with partners.
- Meet data collection and reporting deadlines.
- Provide periodic updates on project activities.
- Travel to project sites or meetings if assigned.
- Maintain professional and technical knowledge by attending educational workshops, reviewing professional publications, establishing personal networks and participating in professional societies

### **NECESSARY KNOWLEDGE, SKILLS AND ABILITIES:**

- Knowledge of basic office work
- Knowledge of basic project management and organizational practices, including projects with overlapping deadlines.
- Ability to work and communicate effectively with a diverse audience, faculty, education administrators, industry partners, government officials and potential students
- Ability to produce clear and effective reports.
- Knowledge of education assessment research practices
- Knowledge of ethical standards for collecting, summarizing and reporting data
- Knowledge of Vietnam's higher education system
- Detail-oriented, with the ability to work in a fast-paced, multitasking environment
- Flexibility, initiative and good problem-solving abilities
- Ability to work independently and as part of a team
- Excellent interpersonal, organizational and cross-cultural skills
- Skill in establishing and maintaining effective working relationships
- Skill exhibiting sound and accurate judgment.
- Skill in the use of personal computers and related software, including Microsoft Office, Excel, statistical software packages, and web-based survey software.
- Knowledge of descriptive and inferential statistics
- Confidentiality

### **NECESSARY LANGUAGE SKILLS:**

- Ability to write reports and business correspondence
- Ability to effectively present information and respond to questions from managers, clients, customers, and the general public
- Written and spoken Fluency in English and Vietnamese required



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### **SUPERVISION RECEIVED/GIVEN:**

- This position receives regular review of objectives.
- This position does not provide direct supervision of staff.

### **REQUESTED APPLICATION MATERIAL (MUST BE IN ONE ATTACHMENT):**

Required information includes:

1. Cover letter
2. Resume
3. Three professional references (names, addresses, emails and phone numbers)

### **MINIMUM QUALIFICATIONS:**

Bachelor's or Master's degree (preferable) in Education, Business Administration, or Public Policy with 4 years' experience in education.

OR

Any equivalent combination of experience, and/or education from which comparable knowledge, skills and abilities have been acquired

To apply, please send your letter of application and an up-to-date resume to [vn.recruit@asu.edu](mailto:vn.recruit@asu.edu) (Please put "Quality Assurance Coordinator" in the subject line of your message.) In your application letter, please provide English writing samples, as well as examples from previous work experience that demonstrate how you meet the competencies described in the job description.

**The application deadline is 20<sup>th</sup> October, 2014.**