

## **Quality Control Manager – Job Description Summary**

Responsible for developing a highly effective team of employees and developing each employee to their highest potential through coaching and leadership. Responsible for ensuring that outstanding service is delivered to both internal and external customers. A key component of this service to external customers is to ensure each employee identifies customers' financial needs and suggests appropriate solutions. In addition, this position is responsible to monitor compliance of loan operation regulations; and review compliance of loan operations to ensure information is processed without jeopardy to data integrity, confidentiality, or accuracy.

The complete job description covers the following topics:

- Essential duties and responsibilities
- Supervisory responsibilities
- Performance standards
- Qualification requirements
- Education and experience
- Language skills
- Mathematical skills
- Reasoning ability
- Other skills and abilities
- Physical demands
- Work environment