

Quality Assurance and Risk Analysis Job Profile

Job Family: Quality Assurance and Risk Analysis Department: CES Chief of Staff Function: Customer Care Reports to (title): Supervisor/ Manager	Last Updated: April 2011
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Job Summary	Work collaboratively with various organization work-teams initiatives to implement appropriate strategies, policies, and procedures to minimize risk exposure and improve business performance. Lead organization-wide efforts to develop a standard framework for measuring the adequacy of internal controls relative to business objectives including implementation and monitoring of quality assurance strategy and policies that support the controls framework.				
Major Responsibilities	Responsibilities typically include the following: <ul style="list-style-type: none"> Develop and implement quality assurance strategy, policies, and procedures Develop a standard framework for measuring the adequacy of internal controls relative to business objectives Perform risk assessments to identify and prioritize operational, regulatory, financial, technology, reputation, and other business risks Identify key controls for each business process, asses effectiveness of controls and support development of control improvements Lead and champion process improvement projects to achieve better alignment of business processes to business goals Analyze existing processes, identify and prioritize areas of opportunity, define projects to improve performance, and drive these projects to completion Establish and design ongoing procedures to monitor effectiveness of process improvement activities Develop metrics and management reports to monitor effectiveness of controls and process improvement results May work with contractors to ensure performance meets defined expectations 				
Job Title	QA and Risk Analyst, Associate	QA and Risk Analyst	QA and Risk Analyst, Senior	QA and Risk Analyst, Expert	QA and Risk Analyst, Principal
Position Title	QA and Risk Analyst, Associate	QA and Risk Analyst	QA and Risk Analyst, Senior	QA and Risk Analyst, Expert	QA and Risk Analyst, Principal
PGE Job Level	Associate	Career	Senior	Expert	Principal
SAP Job Code	50419626	50419627	50419628	50419629	50419630
Distinguishing Characteristics	<ul style="list-style-type: none"> Demonstrates basic knowledge of compliance and risk assessment concepts Requires limited guidance, support and resources with analysis and solutions development Organizes and prepares information as directed for assigned and special projects Supports development of compliance and risk assessment procedures and strategies Needs assistance in thorough assessing of compliance and risk 	<ul style="list-style-type: none"> Demonstrates full understanding of compliance and risk assessment concepts Selects from different compliance and risk assessment/management procedures and strategies to meet the business need Works independently with program teams on compliance issues Ability to communicate with internal and external colleagues on compliance issues and processes Participates on project teams, providing general compliance support 	<ul style="list-style-type: none"> Demonstrates advanced knowledge understanding of compliance and risk assessment concepts Ability to address moderate to complex compliance and risk issues and problems and takes a new perspective on existing solutions Works across functions to provide relevant compliance and risk assessment information for decision making Ability to evaluate and mitigate identified risks Examines alternate solutions to 	<ul style="list-style-type: none"> Demonstrates broad expertise and applies advanced knowledge to wide-ranging compliance and risk assessment issues Works regularly with all levels of leadership (up to and including VP) across functions to influence decisions around compliance and risk issues Demonstrates high level of innovative and new thinking focused on understanding high level strategy, assessing impacts on business and operations and organizing and implementing compliance related actions, plans and changes across 	<ul style="list-style-type: none"> In-depth and unique industry and compliance and risk assessment expertise Acts as a thought leader, applying extensive unique compliance and risk assessment expertise in the development of strategies and resolutions Ability to prioritize compliance and controls work based on risk and exposure Influences policy and compliance strategy at other utilities and regulatory agencies by building relationships and sharing best practices Builds relationships with leaders across the enterprise and provides strategic

Note: This document is meant to describe the general nature and level of work being performed; it is not intended to be an exhaustive list of all responsibilities, duties, and skills required for the position.



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	<p>impacts and development of action plans</p> <ul style="list-style-type: none"> Provides input regarding process evaluations and recommendations Relies on support in assessing both quantitative and qualitative aspects of QA and risk assessments 	<ul style="list-style-type: none"> Ability to assess routine compliance and risk impacts and develop action plans 	<p>compliance and risk issues, effectively troubleshoots various issues, and provides findings and recommendations for internal clients, external stakeholders and functional management</p> <ul style="list-style-type: none"> Ability to independently perform risk assessments of business processes and to prioritize risks Proposes new or revised controls, policies and practices Evaluates, recommends and implements process changes for the department Develops new reports and tracking tools 	<p>Customer Care</p> <ul style="list-style-type: none"> Manages large cross-functional projects or initiatives that improve controls or business process Develops new and innovative controls, policies and practices that have wide impact and application Develops new and innovative risk assessment models Collects, consolidates, and analyzes control gaps to determine overall trending and appropriate corrective actions May act as a team lead and provide direction to less experienced employees Leverages contacts within and beyond the company to pressure-test and refine compliance solutions Seeks out and understands industry compliance practices and incorporates knowledge and findings into decision making Examines alternate solutions to compliance issues, effectively troubleshoots various problems, performs analyses, and provides findings and recommendations for internal clients and external stakeholders 	<p>guidance on how to manage risks and assess controls</p> <ul style="list-style-type: none"> Collaborates with leaders and senior management across the organization to ensure alignment of quality assurance strategies with company, goals, and strategies Partners closely with department leadership to remain current on risks impacting the organization May manage major cross-functional projects and initiatives Anticipates compliance issues and develops innovative solutions to mitigate risks Works with senior management to support strategic planning and decision making on compliance issues
Supervisory Responsibility	No supervisory responsibility	No supervisory responsibility	No supervisory responsibility	No supervisory responsibility	May have 1 – 2 direct reports
Education	<ul style="list-style-type: none"> Bachelor's degree in business, finance, accounting or related discipline or equivalent experience 	<ul style="list-style-type: none"> Bachelor's degree in business, finance, accounting or related discipline or equivalent experience 	<ul style="list-style-type: none"> Bachelor's degree in business, finance, accounting or related discipline or equivalent experience 	<ul style="list-style-type: none"> Bachelor's degree or equivalent experience in business, finance, accounting or related discipline. 	<ul style="list-style-type: none"> Bachelor's degree or equivalent experience in business, finance, accounting or related discipline. Master's degree preferred
License/ Certification	<i>NA</i>	<i>NA</i>	<i>NA</i>	<i>NA</i>	<i>NA</i>
Experience	Prior related work experience desired	Minimum of 2 years of related work experience	Minimum of 4 years of related work experience	Minimum of 6 years of related work experience	Minimum of 8 years of related work experience
Knowledge,	<ul style="list-style-type: none"> Ability to work in team environment 	In addition to those for Associate, Career	In addition to those for Career, Senior	In addition to those for Senior, Expert	In addition to those for Expert, Principal

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Skills, and Abilities	<ul style="list-style-type: none"> • Ability to assess and recommend solutions for routine projects • Possesses general technical knowledge • Ability to communicate in written and verbal form • Demonstrated attention to detail • Ability to learn new concepts quickly • Adaptable to changing business priorities. • Able to understand basic technical and business concepts • Proficient with Microsoft Office products including Word, Excel, PowerPoint 	requires: <ul style="list-style-type: none"> • Knowledge of general compliance and risk analysis processes • Good research and issue resolution skills • Ability to assess and recommend solutions for assigned projects • Ability to prioritize, plan, perform and communicate activities both in written and verbal form 	requires: <ul style="list-style-type: none"> • High level of knowledge of compliance and risk analysis processes with ability to apply knowledge to assignments • Able to present analysis and evaluation results and output in a cohesive, understandable and actionable format to department management • Understands programs, policy and operations to advise on business on meaning of data, results • Ability to lead business process changes • Understands programs, policy and compliance requirements and to advise on business impacts 	requires: <ul style="list-style-type: none"> • Able to present complex data and findings in understandable way to VP's, Directors and Managers • Ability to solicit and integrate information from a variety of sources • Ability to use advanced analytical and modeling techniques to breakdown and solve complex problems 	requires: <ul style="list-style-type: none"> • Able to lead department wide modeling and data initiatives of the highest complexity and impact • Able to present highly complex data and findings to diverse audiences which may include top industry and regulatory stakeholders and Senior Management • Ability to develop strategies and implement across the organization
Working Conditions	Primarily office environment with extensive use of personal computers, telephone conversations, conference calls and in person meetings. Travel required depends on position.				
Supplemental Information					



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Technical Competencies	Technical Competency Descriptions	Proficiency Level*				
		Associate	Career	Senior	Expert	Principal
Deals w/Ambiguity	Effectively copes with change; shifts gears comfortably; decides and acts without having complete information; isn't upset when things are up in the air; doesn't have to finish things before moving on; comfortably handles risk and uncertainty	Novice	Proficient	Advanced	Master	Master
Process Management	The application of knowledge, skills, tools, techniques and systems to define, visualize, measure, control, report, manage, and improve processes in order to meet business and organizational needs	Novice	Proficient	Advanced	Master	Master
Communication	Communicates with peers, subordinates, leadership, and external stakeholders as necessary, using a variety of media; conveys his/her views in a clear, direct, and non-threatening manner; seeks first to understand and then to be understood	Novice	Proficient	Advanced		
Organizational Savvy	Can maneuver through complex organizational situations effectively and without disruption; is sensitive to how people and organizations function; anticipates where the obstacles are and plans his/her approach accordingly. Aligns and maneuvers organizational resources skillfully to solve problems or accomplish goals.	Novice	Novice	Proficient	Advanced	Master
Professional Demeanor	Conducts him / herself in a manner that reflects positively on the department, does not lose his/her temper, manages conflicts in a positive, non-abrasive manner; is comfortable interacting with individuals at all levels inside (and outside if required) the organization; treats others respectfully		Proficient	Advanced	Master	Master
Strategic Business Perspective	Understands the company's overall goals and strategies, as well as the goals of business partners; continually applies this understanding to identify and address the critical needs of the overall business		Novice	Proficient	Advanced	Master
Communication Management	Manages communication activities to ensure all communication pieces clearly and accurately describe information in common, understandable terms and are consistent with company guidelines, policies, and procedures.		Novice	Proficient	Advanced	Master
Risk Management	Assesses, prioritizes, monitors and addresses complex policy issues and challenges that present risk to our business and reputation.	Novice	Proficient	Advanced	Master	Master

*Proficiency Levels

Novice: Demonstrates general understanding of knowledge, principles, and/or applications of the area; is able to complete routine assigned tasks with minimal guidance or supervision.

Proficient: Demonstrates solid understanding of knowledge, principles, and/or applications of the area; is able to complete moderately complex projects, with minimal guidance and supervision.

Advanced: Demonstrates advanced understanding of knowledge, principles, and/or applications of the area; is able to understand complex ideas and make recommendations in this area. May guide efforts of others on the team.

Master: Demonstrates mastery of knowledge, principles, and/or applications of the area; is able to lead and direct others in this area.