Position Description

Title: Quality Assurance Program Manager
Division: Kilohana
Reports to: Deputy Administrator

Travel: Travels in-state and out-of-state as required
Status: Salaried, Exempt
Standard Work Hours: M – F, 9:00 AM – 5:30 PM

JOB SUMMARY:
Reporting to the Deputy Administrator, the Deputy Stewardship Director Quality Assurance Program Manager’s primary responsibility will be to develop, implement, and manage the Quality Assurance Program based on the HTA’s Destination Stewardship RFP. This involves developing a quality assurance framework that promotes sustainable, responsible, and regenerative tourism practices.

DUTIES, RESPONSIBILITIES, and EXPECTATIONS:
Duties and responsibilities include, but are not limited to the following:

- Develop the Quality Assurance Program in partnership with the Hawaiʻi Tourism Authority.
- Create a Hawaiʻi-based quality assurance program which ensures businesses demonstrate sustainability, safety, and culturally appropriate hospitality. This program will be reviewed and evaluated annually for Tier 1, Tier 2, and Tier 3 accreditations.
- Organize and coordinate a committee of stakeholders from various sectors to tailor global program criteria to a Hawaiʻi-specific methodology.
- Collaborate with marketing and outreach partners for the promotion of the Quality Assurance Program and brand.
- Develop, implement, and manage the work plan for the program, including committee meetings, benchmarks, brand identity development, and establishment of accreditation standards.
- Evaluate the Quality Assurance Program regularly to assess its impact on participating organizations and the tourism industry and provide insights for improvement.
- Develop marketing and outreach strategies for the Quality Assurance program and brand.
- Regularly evaluate the program, ensuring it meets the set objectives and make adjustments as necessary.
- Evaluate potential criteria for businesses, ensuring they align with the HTA Strategic Plan.
- Participates and performs duties as assigned for CNHA’s annual Native Hawaiian Convention.
- Other additional and/or duties as assigned.

PERFORMANCE EXPECTATIONS:

- Demonstrates a strong work ethic, high degree of professionalism, and positive attitude.
- Maintains the utmost confidentiality.
- Utilizes excellent verbal and written communication, people skills, and a positive, can-do attitude with co-workers, clients, members, and the community, and in all work product.
• Functions in a self-directed, high initiative and motivated manner that results in successful administration and collaboration.
• Flexible and willing to work long hours and possibly weekends.

REQUIRED EDUCATION AND EXPERIENCE:
• Bachelor’s degree in non-profit management, public or business administration or related field preferred.
• An equivalent combination of education and experience sufficient.
• Prior experience in a management role, as well as familiarity with the specific programs mentioned, is highly desired.
• Experience with budgeting and financial management.

SKILLS REQUIRED:
• Excellent written and verbal communication skills.
• Excellent management and interpersonal skills.
• Strong analytical and problem-solving skills
• Knowledge, understanding and sensitivity to Native Hawaiian issues is preferred.

I acknowledge that I have read and understand the above job description in its entirety and am capable of performing all of the stated requirements.

______________________________________                                   _________________________
Employee Signature                                                             Date