

**Northern Area Local Workforce Development Board
ADMINISTRATIVE OFFICE**

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Now Hiring: Quality Assurance Specialist

Location: Santa Fe, New Mexico (112 West San Francisco Street)

Salary Range: \$47,000 to \$58,000 annually

Status: Full-Time, In-Person

Travel: Required throughout Northern New Mexico (10-county region)

Position Summary:

The Northern Area Local Workforce Development Board (NALWDB) is hiring a **Quality Assurance Specialist** to help ensure that our workforce programs are meeting all federal, state, and local requirements. These programs are funded through the **Workforce Innovation and Opportunity Act (WIOA)**, a federal law that supports employment, job training, and education services for youth and adults. This position plays a key role in helping us monitor service quality, maintain strong records, and support our **service providers** to meet performance and compliance goals.

We're looking for someone who is detail-oriented, dependable, and eager to support fair and effective services in communities across Northern New Mexico.

Key Responsibilities:

- Monitor **service providers** to ensure compliance with contracts, performance standards, and program regulations
- Review files and records to make sure services are being delivered properly
- Visit program sites and meet with staff to check how programs are operating
- Keep clear notes and reports about what was reviewed and what needs improvement
- Help identify issues and recommend solutions
- Assist with training and provide support to service providers when needed
- Work with partners and agencies during audits or monitoring visits
- Review data and trends to help track program performance

Who Should Apply:

This is a great opportunity for someone with experience in **auditing, banking, customer service, finance, education, or any job where accuracy and compliance are important**. If you've worked as a **loan officer, file reviewer, caseworker, supervisor, or program coordinator**, your experience will translate well. If you are organized, pay attention to details, and want to support your community, we encourage you to apply. Training will be provided for candidates who are ready to learn.

Preferred Qualifications:

- Strong writing, communication, and organizational skills
- Comfortable using checklists, reviewing records, and learning new systems
- Ability to conduct trainings and communicate with a variety of partners
- Proficient in Microsoft Office (Word, Excel) and able to learn case management systems
- Bachelor's degree preferred, or at least 4 years of experience in audits, compliance, or finance
- Familiarity with WIOA or 2 CFR 200 is helpful, but **not required**

How to Apply:

Send your resume and cover letter, to info@nalwdb.org

Equal Opportunity Employer

NALWDB is an Equal Opportunity Employer and encourages applicants from diverse backgrounds, including those with lived experience in workforce or community-based programs.

Note:

Because we receive public funds, we must follow federal rules, including the **Uniform Administrative Requirements (2 CFR 200)**, which guide how we manage and monitor program operations and spending. This position helps ensure we're doing that correctly. *A service provider is the organization subrecipient by NALWDB to directly deliver WIOA-funded services to job seekers, youth, and employers in the region.*