



Peace Corps

VACANCY ANNOUNCEMENT

Peace Corps North Macedonia is a U.S. government agency and seeks qualified and motivated candidates for the full-time position of:

Quality Assurance Specialist (QAS)

The Quality Assurance Specialist (QAS) will champion a culture of quality assurance (QA), continuous quality process improvement, and system simplification at Post. A key goal of quality assurance is to optimize systems and processes and make it easier to accomplish Post priorities while ensuring compliance with Agency policies. In order to advance the quality assurance agenda, the QAS will take the lead on integrating a QA approach into relevant Post activities, serve as Records Liaison/Records Management point of contact, and also train up and support staff in QA related areas. The QAS will play a supportive role to post leadership in the coordination of site management and site history documentation, ensuring that clear guidance and systems are in place to assist Post staff in adhering to high quality and complete site management planning, execution and documentation. The QAS will be responsible for the oversight of VIDA (Volunteer Information Database Application) at Post, providing trainings to Post staff on topics including site management and the latest VIDA updates. The QAS will also be responsible for tracking deadlines and completion status of all mandatory trainings for all Post staff. Similarly, the QAS will support Post through preparations for Office of Inspector General (OIG) audits and evaluations, along with presenting recurring findings to assist Post in proactively addressing common issues. The QAS will track OIG and Regional Peace Corps Safety and Security Officer (PCSSO) recommendations, and support staff in order to bring timely closure to any outstanding recommendations. The QAS will be a key resource in providing quality assurance and process simplification input to Post and the Agency.

Peace Corps Provides:

- Opportunity to work with a U.S. government agency/international organization
- Opportunity to work as part of a multicultural team
- Professional development opportunities
- A competitive salary/benefits package, including sick leave, annual leave, and supplemental health insurance

Location: Skopje, with occasional travel within North Macedonia or internationally

Salary: 157,153.00MKD/per month (gross amount). This is a Full-Time position. *No relocation expenses will be covered.* The pay plan is assigned at the time of the conditional offer letter by HR.

Other: Preference will be given to candidates who are citizens or permanent residents of the host country or region.

Required Qualifications:

Education and Professional Experience

- University Bachelor's degree in any field.
- Minimum 5 years of professional work experience, including:
 - Minimum 3 years of experience with records management, audit, compliance,

- project management or Volunteer management.
- Minimum 3 years of experience in data standardization, process facilitation and management (organizational development, tracking tasks and processes and ensuring accurate documentation).
- Minimum 3 years of experience working with database management software.
- Minimum 3 years of experience effectively coordinating complex processes across multiple business units.

Language: Fluent Macedonian and English (both written and oral).

Knowledge, Skills, and Abilities:

- Advanced computer proficiency in MS Office: Windows, Excel, Word.
- Demonstrated intercultural competence, diversity, equity, inclusion, and accessibility related skills and experience.
- Demonstrated ability to synthesize, interpret, and apply regulations.
- Demonstrated versatility and ability to take initiative to resolve problems.
- Detail-oriented and strong organizational skills.
- Demonstrated ability to work effectively in a multi-cultural team.
- Strong written and oral communication skills.
- Experience in planning and delivering training.
- Ability to pass a background check and maintain a security clearance.

Desired Qualifications:

- Additional written and verbal proficiency in Albanian.

Estimated Start Date: May 2024, contingent on successful background investigation.

Security Clearance: After an offer is made, the selected candidate is required to successfully pass a background investigation conducted by the U.S. Embassy in Skopje.

How to apply? Submit the following to mkjobs@peacecorps.gov and include “QAS – First and Last Name” in the Subject line of the email:

1. **Resume:** in English that clearly outlines your experience as it relates to the position requirements and includes the month and year of each stated work experience.
2. **References:** List names, contact information, and your relationship to three references who can directly comment on your skills. References should not be relatives and at least one reference should be a current or former supervisor.
3. **Cover Letter:** No more than 300 words and in English that describes your interest in the position and highlights your expertise and accomplishments relevant to the position. Cover letters will only be reviewed for short-listed candidates invited to interview.
4. **Additional:** Clearly state in the body of the email if you are a relative of a current Peace Corps staff member and include their name. Being a relative does not make an applicant ineligible for the position. A relative is defined as “husband, wife, domestic partner, member of household, father, father-in-law, stepfather, mother, mother-in-law, stepmother, son, son-in-law, stepson, daughter, daughter-in-law, stepdaughter, brother, brother-in-law, half-brother, sister, sister-in-law, half-sister, uncle, aunt, first cousin, nephew, or niece.” Otherwise, state “I am not related to a current Peace Corps staff member” in the body of the email.
5. **Do not include** any other items aside from what is described above. For example, do not attach letters of reference or certificates as these documents will not be considered for your application.

Peace Corps North Macedonia – Мирвен корпус Северна Македонија

Osma Udarна Brigada 2 | 1000 Skopje | North Macedonia | +389 2 309 0012 | peacecorps.gov/north-macedonia

Application deadline: 11:59 PM on December 31, 2023. Applications submitted after the deadline will not be considered. Incomplete applications will not be considered. Peace Corps reserves the right to fill one or more positions through this advertisement.

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