



## TOBAGO HOSPITALITY AND TOURISM INSTITUTE

**Job Title: Quality Assurance Assistant**

**Revised:** July 23rd 2025

**Position Number:** 506

**Department:** Quality Department

**Reports to:** Manager - Quality

**Approved by:**

**Date:**

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### **1.0 JOB SUMMARY:**

The Quality Assurance Assistant provides administrative and technical support to the Quality Assurance Department by ensuring that quality standards and best practices are maintained throughout the organization's Quality Management System.

### **2.0 DUTIES & RESPONSIBILITIES:**

- 2.1 Maintains the Quality Assurance Manager's appointment calendar and ensures the optimal management of his/her time commitments.
- 2.2 Assists in conducting customer satisfaction surveys and other research throughout the organization.
- 2.3 Assists in monitoring the quality of service throughout the organization.
- 2.4 Provides support to the Quality Assurance Manager in the undertaking of quality initiatives and projects.
- 2.5 Assists the Quality Assurance Manager in monitoring and evaluating corrective and preventive actions throughout the organization.
- 2.6 Assists the Quality Assurance Manager in the preparation, organizing and facilitation of Quality Management related training programmes and sessions.
- 2.7 Assists the Quality Assurance Manager in facilitating quality team meetings.
- 2.8 Types, compiles, and issues documents, as required, to Heads of Departments and staff on Quality related matters.

- 2.9 Develops and maintains a comprehensive records management system, including storing of information, file movement and all other records pertaining to the work of the Quality Assurance Manager.
- 2.10 Assists the Quality Assurance Manager in overseeing the requisition of items necessary for the management of the Quality Assurance Department.
- 2.11 Undertakes additional duties and responsibilities incidental to and commensurate with this role as agreed with the Quality Assurance Manager.

### **3.0 COMPETENCIES**

#### **3.1. CORE**

- Integrity
- Collaborating with others
- Quality
- Student-Centred Focus

#### **3.2 TECHNICAL COMPETENCIES**

- Knowledge of Quality Management Systems and tools
- Familiarity with standards in tertiary education and hospitality services
- Proficiency in Microsoft Office Suite (Word, Excel, PowerPoint) and Google Workspace
- Knowledge of data collection and basic analysis
- Records and document management
- Time Management Skills
- Report writing and formatting
- Ability to operate standard office equipment
- Ability to work independently with minimal supervision
- Knowledge of customer feedback and evaluation systems

### **4.0 QUALIFICATIONS & EXPERIENCE:**

- 4.1 A Diploma or Associate Degree in Quality Management, Business Administration, Social Sciences, Hospitality & Tourism or Management Studies
- 4.2 At least two (2) years working experience in an administrative or quality assurance environment.

### **5.0 KEY RELATIONSHIPS:**

- 5.1. Reports to: Manager - Quality Assurance
- 5.2. Works with: All members of the Quality Assurance Department, Executive management, supervisory and all other staff
- 5.3. Communicates with: Executive management, supervisory and all other staff and external stakeholders
- 5.4 Direct Reports: None
- 5.5 Indirect Reports: All Heads of Departments and CEO

## 6.0 ACCOUNTABILITIES/OUTPUTS:

	<b>Outputs</b>	<b>Frequency</b>
	Updated and managed calendar for Quality Manager	Weekly
	Data collection and reports from surveys and evaluations	As Required
	Organized quality training sessions and documentation	Monthly
	Distribution of quality-related correspondence and updates	Weekly
	Filing and records management system maintained	Ongoing
	Meeting records and follow-ups	As Required
	Requisition records for Quality Department resources	As Required
7.0	Participation in quality improvement activities and reporting	Monthly

### **CHANNEL & MODE OF COMMUNICATION:**

7.1 The types of communication channels applicable are:

- Telephone
- Email
- Memos and official correspondence
- Verbal discussions
- Messaging and chat platforms
- Documented reports and meeting minutes
- Virtual conferencing platforms (e.g., Zoom, Microsoft Teams)

### **7.2 MODES OF COMMUNICATION:**

- Regular reporting and updates to the Manager – Quality
- Internal staff communication and training facilitation
- Drafting of official documents and interdepartmental correspondence

## **8.0 PHYSICAL & MENTAL STRAIN**

### **8.1 MENTAL DEMANDS**

- High attention to detail in records and data
- Adherence to strict deadlines
- Multitasking and managing multiple departmental requests
- Occasional interruptions during focused tasks
- Emotional support to staff regarding quality concerns (occasionally)

### **8.2 PHYSICAL DEMANDS**

- Primarily office-based work
- Extended periods of sitting and computer use
- Minimal lifting or physical activity

## **9.0 WORK ENVIRONMENT : (The job is performed in comfortable surroundings)**

### **11.0 ACCEPTANCE STATEMENT:**

The Management of the Tobago Hospitality and Tourism Institute, reserves the right to amend this Position Description anytime as required.

I have read and fully understood the position description as stated and accept that any of the tasks may be modified or changed. I accept that I am to be governed by the duties of this job description and take responsibility for performing the functions as listed above, in accordance with performance measures relevant to this job description and the organisation's Strategic Plan.

This Position Description in no way states or implies that these are the only duties to be performed and I may be required to perform any other job-related duties assigned by the Manager - Quality Assurance or duly authorised officer.

My signature below indicates my acceptance of the same and my commitment to the performance of my duties at the Tobago Hospitality and Tourism Institute.

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**Employee's Name**

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**Employee's Signature**

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**Date**

