



GROSSMAN SOLUTIONS

Position Announcement
Grossman Solutions – Quality Control Officer
Grassroots Vaccination Campaign
Connecticut

Grossman Solutions, in partnership with the State of Connecticut Department of Public Health, is hiring a Quality Control Officer to support a paid canvass to help Connecticut residents receive the COVID-19 vaccine. The paid canvass is part of a larger grassroots campaign to educate Connecticut residents on the COVID-19 vaccine and assist people in scheduling vaccination appointments. The campaign will prioritize majority African American and Latino neighborhoods to ensure an equitable vaccination rollout.

The Quality Control Officer will work closely with canvass management to ensure the integrity of all data collected, that canvassers' interactions with residents take place with the utmost professionalism and respect, and that canvassers abide by all COVID-19 health and safety protocols. Quality Control Officer will lead in providing meaningful feedback to adjust program tactics as needed and improve the overall campaign.

The Quality Control Officer will report to the Campaign Manager.

This position begins immediately and is currently envisioned to last until August 31. Pay is competitive and benefits include health insurance stipends.

Job Responsibilities

- Conduct quality control calls to a random sample of residents who were successfully canvassed to confirm that canvassers maintained fidelity to the script, upheld COVID-19 health and safety protocols, and maintained professional conduct
- Ensure accurate reporting of canvass results through quality control calls and review of live canvass progress using our canvass management tool (EveryAction)
- Shadow canvassers to oversee interactions and offer constructive feedback
- Use observations to provide feedback on script and canvass approach to campaign leadership. Help ensure the needs of the canvass program are being met and make recommendations to adjust program tactics as needed
- Provide daily and weekly reports to the Campaign Manager on program progress and findings. Assist the Campaign Manager in creating reports to leadership
- Represent the campaign with professionalism and ethical conduct
- Successfully complete required training



Qualifications

- At least 2 cycles of experience working on issue-based or political campaigns, and prior experience working with canvassers
- Experience working with underrepresented and/or historically marginalized communities, preferably in campaign or organizing settings
- Strong leadership qualities with an ability to uplift staff and improve staff performance
- Strong analytical skills
- Excellent interpersonal and communication skills
- Sound judgment
- Ability to work evenings and weekends
- Familiarity with EveryAction preferred
- Ability to learn quickly
- Demonstrated success in metrics driven jobs
- Proven ability to be flexible and work under pressure in a fast-moving environment
- The Quality Control Officer will be subject to a background check
- Experience working in Connecticut preferred

Location

This position can be remote within Connecticut. The Quality Control Officer will be required to shadow canvassers across the state to monitor interactions.

To Apply

Please submit resume and cover letter online at grossmansolutions.com/jobs. Applications will be evaluated on a rolling basis.

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