



# Quality Assurance (QA) Specialist

The Center for Leadership Studies (CLS) is seeking a highly skilled Quality Assurance (QA) Specialist for our Product Development team to support copy editing training materials, marketing materials and other business documentation according to AP style and a customized in-house style guide and project plans. The QA Specialist works directly with instructional, product and media designers as well as our Senior Project Manager to review courseware and collateral according to AP style and a customized in-house style guide, ensuring the highest quality accuracy across CLS materials.

An ideal candidate would have a strong work ethic matched with their attention to detail. This individual needs to be organized, efficient and able to support a fast-paced product development team with QA support. The QA Specialist will report directly to the Senior Project Manager.

## Key Responsibilities:

- Possess consistent QA practices ensuring accuracy, continuity, clarity, visual consistency and thoroughness of edits, spelling, grammar and graphics of all collateral materials, including videos
- Conduct quality assurance, functionality and editing reviews on all instructor-led training (electronic, paper-based and web-based) courseware materials, as well as marketing collateral and business documentation according to AP style and a customized in-house style guide
- Ensure consistency of format, usage, terminology and style both within and across programs and materials, including those in non-English languages

- Apply CLS style guide rules to non-English course materials ensuring parity of quality and learner experience with core English content
- Review all outbound work for quality, completeness and accuracy of electronic documents for draft, revision cycles and final delivery
- Enter text changes and annotations to instructional text using MS Word, MS PowerPoint, MS Publisher and Adobe Acrobat
- Route documents according to internal processes for review and graphic edits
- Thoroughly cross-check previous draft materials with changes requested in current draft
- Work with English files including SCORM, Word, INDD, translations (rules only)
- Test for accessibility, recommend alt text, captions, descriptive audio and review PDFs via screen reader

## Requirements:

- Bachelor's degree required or equivalent experience
- 3+ years of proficiency in AP style QA
- Experience with file types including SCORM, Word, INDD, translations (rules only)
- Experience with conducting quality assurance of accessibility via screen reader
- General understanding of adult learning theory, instructional design, e-learning, mobile learning, learning management systems and internet portals in order to scope projects and understand project management needs for related projects
- Proficient with MS Office and Adobe Suite
- Experience working with accessibility testing/QA
- Superior organization and prioritization skills with a sense of urgency to accomplish tasks and projects
- Ability to thrive in a very fast-paced and dynamically changing environment while still maintaining a high level of detail



## Company Culture and Benefits:

The Center for Leadership Studies (CLS) is a performance-based culture built on trust and respect. We offer a competitive and attractive compensation package, including:

- Comprehensive medical benefits/coverage
- Flexible time off
- Flex time and flexible workplace options
- Paid maternity and paternity leave
- Generous annual holiday calendar
- Educational assistance
- Highly collaborative and positive workplace
- A company focus on culture

## Company Overview:

For more than 50 years, The Center for Leadership Studies (CLS), founded by Dr. Paul Hersey, has been the global home of the original Situational Leadership® Model. With over 15 million leaders trained, Situational Leadership® is the most successful and widely adopted leadership model available. Deployed in more than 70% of Fortune 500 companies, Situational Leadership® transcends cultural and generational differences and equips leaders around the globe with the skills necessary to address a specific challenge, drive behavior change and increase productivity. CLS' diverse product portfolio includes a comprehensive off-the-shelf leadership curriculum founded on our proven, research-based competency model. In addition, CLS has more than 25 years of experience designing and developing award-winning custom training solutions.

CLS services customers both domestically and internationally through an extensive network comprised of over 200 learning professionals in more than 35 countries. Our global affiliates



and facilitators understand the nuances present in each culture, allowing for the delivery of innovative, high-quality training programs in localized languages.

## Our Values:

At The Center for Leadership Studies we view each customer opportunity as a long-term partnership. In such relationships, we believe that the values of the people that you choose to do business with can have an equal impact on the success of your learning endeavors as can the technical skill sets. Put a different way, we feel it's important for you to know who we are and what we stand for. Below are the values we strive to live by each day. They represent the expectations that we have for each and every CLS team member:

### **Be Responsive: Service is Inside and Out**

Do what you say you are going to do when you say you are going to do it. Don't over promise and never under deliver.

### **Embrace Teamwork: Invest in Others**

Strive to continually develop and nurture your base of personal power.

### **Own Your Actions: Take Personal Responsibility**

Follow through on your commitments with relentless attention to detail, completion and results.

### **Maintain Your Integrity: Do the Right Thing**

Communicate openly and honestly: Develop a reputation grounded in personal and professional credibility.



### **Have Fun: Take a Minute to Smile**

Enjoy the journey (celebrate victories; keep setbacks in their proper perspective). Embrace the fact that work and fun are NOT mutually exclusive terms.

For additional information, please direct inquiries to  
[jobs@situational.com.](mailto:jobs@situational.com)