



Position Announcement

Position: Minnesota Aging Pathways Quality Analyst

Status: FT – Benefitted Position

Closing date: May 11, 2026

The MAP Quality Analyst is responsible for ensuring that services provided by MAP staff are consistent statewide and meet established standards for quality, compliance and client satisfaction. This role evaluates staff performance, monitors operational processes, and offers feedback on improving service delivery and outcomes. This position is responsible for communicating changes to policies and procedures along with implementing activities.

Essential Job Functions: Duties may include but are not limited to:

- Quality assurance and evaluation – conduct structured quality evaluation of staff interactions (calls, chats, in-person, and case documentation) using established standards and tools.
- Coaching and performance management support – Provide timely, constructive feedback to staff and supervisors to improve performance and client outcomes.
- Reporting and data analysis – Track, analyze, and report on key performance indicators.
- Operations and compliance oversight – Monitor real-time operations and provide support during high-volume or escalated situations. Ensure adherence to policies and procedures and contractual obligations. Take calls a minimum of four hours per month/target of 8-12 calls.
- Training and continuous improvement – Participate in and support calibration sessions to ensure scoring consistency across teams. Identify gaps and support development of training materials.
- Build an inclusive and positive contact center culture – Promote a positive, inclusive, and high performing environment. Support initiatives to improve staff engagement, morale and retention.

Minimum Qualifications - Education and Experience:

- Minimum of two years' experience in quality assurance, performance management, data analysis, or operational leadership.
- Experience evaluating calls, documentation, or case management activities.
- Experience providing coaching and performance feedback.
- Preferred experience/degree in human service field (ex. social work/ gerontology).

Send resumes and cover letters to Laurie Brownell, 2746 Superior Drive NW, Suite 300, Rochester, MN 55901 or laurie@semaa.org