

JOB DESCRIPTION
Manager of Laboratory and Water Quality Services
Code Number: 30011

GENERAL PURPOSE

Under administrative direction, supervises laboratory and water quality personnel, manages the operation of the District laboratory and Laboratory Information Management Systems to provide services in support of water and wastewater operations, engineering services, and District programs and projects as defined and performs related duties as assigned.

DISTINGUISHING CHARACTERISTICS

The Manager of Laboratory and Water Quality Services is responsible for planning, directing, and coordinating all District laboratory services, including water and wastewater analyses, data management, the evaluation and incorporation of new laboratory technology and contracted laboratory services; managing the District's water quality program to include compliance reporting to State and EPA; obtaining permits; reviewing and implementing new regulations, assessing impact and cost of regulations; has overall management and policy development responsibilities for laboratory services; and represents the District at policy meetings relating to water quality .

ESSENTIAL DUTIES AND RESPONSIBILITIES

The duties listed below are intended only as illustrations of the various types of work that may be performed. The omission of specific statements of duties does not exclude them from the position if the work is similar, related or a logical assignment to this position.

Manages District's water quality program involving interpretation of technical data; oversees monthly and annual compliance reporting to State Department of Health Services; addresses customer related complaints; interprets applicable water quality laws, regulations, and policies; assesses and reports impact of new regulations; ensures regulatory monitoring is completed in a timely fashion; evaluates potential for water contamination and terrorist acts and responds accordingly.

Plans, organizes, reviews, and evaluates laboratory program efficiency and effectiveness.

Performs a full range of supervisory duties including day to day evaluation of assigned

employee's performance, the preparation of performance reviews, providing clear direction to assigned staff, documenting training and safety, taking appropriate disciplinary actions, and providing leadership for the work group.

Reviews and makes sound recommendations related to laboratory safety; develops and oversees quality control and quality assurance.

Oversees contract laboratory services; approves contract laboratory charges; reviews a variety of technical reports including, but not limited to, contract laboratory reports for completion, regulatory exceedances, and quality control.

Prepares and monitors adherence to the laboratory sections of the Water Quality Division's budget.

Recommends and integrates new laboratory technology and processes as appropriate.

Compiles and prepares reports as needed to document laboratory activities.

Prepares and delivers technical reports and presentations to management, District Board of Directors, regulatory agencies, professional workgroups, and other internal and external customers as needed.

Participates on professional, industry and/or inter-agency committees on laboratory, water quality, and similar technical issues.

Manages LIMS software and compliance with EPA's 'Good Automated Laboratory Procedures'; provides data using Hyperion Query tools; assists Information Systems staff with electronic data exports.

Stays abreast of current laboratory technology and management strategies.

Performs related duties as assigned.

BALDRIGE RELATED DUTIES

Applies Malcolm Baldrige principles in the deployment of department business plans, processes and performance measures, ensuring that they align with District's Strategies and Operational Plans.

Participates in departmental performance assessments and the system of continuous improvements and effectively integrates and evaluates the linkages between the District's key value creation and support processes and related key performance indices.

Ensures effectiveness of the business processes undertaken by the department and division.

Defines customer service segments being served and establishes processes to obtain feedback to improve performance.

Develops, maintains, and utilizes departmental performance indicators in making decisions; establishes performance criteria for assigned staff; ensures a thorough understanding of the Strategic Planning Cycle with each individual's responsibility associated with the cycle.

The incumbent, while exercising his/her authority, shall abide by and promote the District's values and beliefs and adhere to the District's ethics policy.

DESIRED MINIMUM QUALIFICATIONS

Knowledge of:

Principles and practices of chemical and bacteriological characteristics of water, wastewater, and solids including biosolids and soils; District facilities and treatment processes in water, wastewater, and biosolids; water chlorination and disinfection; distribution systems and delivery of water; theories of biology, chemistry, and microbiology; standard methods of analysis, laboratory equipment and its uses; sampling techniques, principles of effective supervision; principles and practices of budgeting, planning, training, and scheduling; applicable federal and state regulations governing water, wastewater, and biosolids; and laboratory safety practices including chemical storage and handling office and records management practices and procedures; principles and practices of sound business communication; District personnel rules, policies, and procedures.

Ability to:

Demonstrate effective leadership and problem solving skills; promote teamwork, interpret laboratory and plant operating data, prepare clear, complete, and concise reports and correspondence; effectively resolve conflicts, maintain environmental laboratory accreditation program (ELAP) certification; anticipate future laboratory resource needs; interpret data and evaluate degree of compliance and conformance; oversee and manage commercial laboratory contracts; understand, interpret, explain, and apply District, local, state, and federal laws and regulations applicable to areas of responsibility; exercise sound independent judgment within general policy guidelines; establish and maintain effective working relationships with all levels of District management, staff, and the public; use tact, discretion and diplomacy in dealing with sensitive situations and concerned people and customers, both internal and external.

Baldrige Based Knowledge and Abilities

Knowledge of:

The Core Values, Concepts, and Framework of the Malcolm Baldrige National Quality Criteria, including the principles of management by fact, and organizational and personal learning; the means of developing alignment between strategic goals and individual performance standards; practices of process mapping (control); practices of structured problem solving; the Strategic Planning Cycle and the various responsibilities within that cycle.

Ability to:

Develop a systems perspective for managing department operations and its key processes to achieve results; to use the seven Baldrige Categories and the Core Values as building blocks for department operations; define and explain key processes and business requirements within the department; develop and deploy strategic plan elements and key performance measures consistent with District goals; develop and maintain continuous improvement in all areas of operations; develop and monitor performance standards; ensure work unit goals and objectives are aligned with the department; track and monitor department performance; and make sound decisions based on departmental performance indicators.

Training and Experience:

A typical way of obtaining the knowledge, skills and abilities outlined above is graduation an accredited college or university with a bachelor's degree in chemistry, bacteriology, biology, environmental science or engineering or a closely related field; and 5 years of progressively responsible experience in water or wastewater laboratory services; or an equivalent combination of training and experience.

Licenses; Certificates; Special Requirements:

Certification by the California Water Environment Association (CWEA) as a Grade IV Laboratory Analyst is required.

A State of California Water Treatment Operator Certificate, Grade II and a State of California Distribution Operator Certificate, Grade II is desirable.

A valid California driver's license and the ability to maintain insurability under the District's Vehicle Insurance Policy.

PHYSICAL AND MENTAL DEMANDS

The physical and mental demands described here are representative of those that must be met by employees to successfully perform the essential functions of this class. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

Physical Demands

While performing the duties of this class, employees are regularly required to sit; talk or hear, in person and by telephone; use hands to finger, handle, feel or operate standard office equipment; and reach with hands and arms. Employees are frequently required to walk and stand.

Specific vision abilities required by this job include close vision and the ability to adjust focus.

Mental Demands

While performing the duties of this class, employees are regularly required to use written and oral communication skills; read and interpret complex data, information and documents; analyze and solve problems; observe and interpret people and situations; use math and mathematical reasoning; learn and apply new skills and information; perform highly detailed work on multiple, concurrent tasks; work under changing and sometimes intensive deadlines; and interact with District managers, board members, officials of other governmental agencies, professional and community organizations and others encountered in the course of work.

WORK ENVIRONMENT

The work environment characteristics described here are representative of those an employee encounters while performing the essential functions of this class. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

Employees regularly work under typical office conditions, and the noise level is usually quiet. Some assignments expose employees to outside weather conditions and to wastewater treatment plant processes, hazardous chemicals, biological hazards, exposure to fumes or airborne particles, toxic or caustic chemicals, engine operations, and other potential safety hazards associated with the environment and processes encountered during these activities.

FLSA DETERMINATION: Meets executive exemption from overtime.