

LABORATORY MANAGER

DEFINITION

To plan, organize, direct and coordinate activities related to the Water Pollution Control Facility (WPCF) Laboratory, including sampling and testing, quality assurance, and regulatory reporting; and to provide highly responsible technical support to the WPCF Manager.

DISTINGUISHING CHARACTERISTICS

This is a management position allocated to the Department of Public Works & Utilities. The Laboratory Manager is responsible for direct management of the WPCF laboratory. The position is also responsible for assisting the WPCF Manager in the overall planning, administration, and management of WPCF functions. This position is distinguished from that of subordinate classifications by its responsibility for management of laboratory work group. This position is distinguished from the WPCF Manager by the latter's overall responsibility for the operation and maintenance of the WPCF.

SUPERVISION RECEIVED

Receives general direction from the WPCF Manager.

SUPERVISION EXERCISED

Exercises direct supervision over assigned professional and technical staff.

ESSENTIAL DUTIES

Duties may include, but are not limited to, the following:

Develop and implement goals, objectives, policies, and procedures related to Laboratory operations.

Plan, organize, and direct Laboratory activities including sampling, testing, and analysis of domestic and industrial wastewater, drinking water and recycled water, regulatory reporting and quality assurance/quality control program activities.

Direct, oversee, and participate in the development of the Laboratory work plan; assign work activities, projects and programs; monitor workflow; review and evaluate work products, methods and procedures.

Prepare and implement the Laboratory budget, including capital improvement projects; participate in forecasting additional funds needed for staffing, equipment, materials and supplies.

ESSENTIAL DUTIES (continued)

Recommend the appointment of personnel; provide or coordinate staff training; conduct performance evaluations; implement discipline procedures as required; maintain discipline and high standards necessary for the efficient and professional operation of the WPCF Laboratory.

Encourage initiative and provide technical assistance and training to subordinates and prescribe work methods and safety procedures.

Develop, review, approve, and amend as needed analytical and standard operating procedures, the Quality Manual System and the Chemical Hygiene Plan.

Ensure compliance with Environmental Laboratory Accreditation Program (ELAP) and quality assurance control programs to meet regulatory requirements.

Administer consulting contracts as needed, including evaluating vendors and sole source recommendations.

Receive, research, and respond to escalated issues and complaints and recommend appropriate action.

Coordinate all laboratory services with WPCF operations and maintenance, pretreatment program and water distribution system.

Ensure maintenance and repair of laboratory equipment.

Represent the division and department to outside agencies and organizations; participate in outside community and professional groups and committees; provide technical assistance as necessary.

Research and prepare technical, regulatory and administrative reports; prepare written correspondence.

Represent the City with dignity, integrity, and the spirit of cooperation in all relations with staff and the public.

Foster an environment that embraces integrity, service, inclusion and collaboration.

Be an integral team player, which involves flexibility, cooperation, and communication.

Build and maintain positive working relationships with co-workers, other City employees and the public using principles of good customer service.

Perform related duties as assigned.

JOB RELATED ESSENTIAL QUALIFICATIONS

Knowledge of:

Principles and practices used in complex chemical, bacteriological and physical analyses associated with wastewater and water.

Modern laboratory procedures and equipment, including computer uses and applications as applied to laboratory operation and analysis.

General chemical quantitative and qualitative analysis procedures.

Wastewater treatment processes.

Sampling techniques and statistical analysis including the theory of probability.

Principles and practices of leadership, motivation, team building and conflict resolution.

Pertinent local, State and Federal rules, regulations and laws, including but not limited to: SWRCB Environmental Lab Accreditation Program (ELAP) 2016 TNI Standards or successor accreditation program.

Standard Methods of Examination of Water and Wastewater.

Principles and practices of organization, administration and program management.

Budgeting procedures and techniques.

Principles and practices of supervision, training and personnel management.

Modern office practices, methods, and computer equipment including relevant software programs.

Oral and written communication skills; business English including vocabulary, spelling, and correct grammatical usage and punctuation.

Safe work practices.

Principles and practices of excellent customer service.

Ability to:

Organize and direct Laboratory Division operations, ensuring compliance with City policies and procedures, local, state and federal laws and regulations.

Effectively analyze and interpret results of laboratory testing of wastewater and industrial waste.

JOB RELATED ESSENTIAL QUALIFICATIONS (continued)

Ability to (continued):

Analyze problems, identify alternative solutions, project consequences of proposed actions and implement recommendations in support of goals.

Gain cooperation through discussion and persuasion.

Interpret and apply City and department policies, procedures, rules and regulations.

Supervise, train and evaluate personnel.

Read, write and comprehend the English language at a level necessary for effective job performance exercising correct English usage, vocabulary, spelling, grammar and punctuation.

Communicate effectively, tactfully and positively in both oral and written form.

Operate and use modern office equipment and technology, including computers and applicable software.

Maintain regular attendance and adhere to prescribed work schedule to conduct job responsibilities.

Utilize appropriate safety procedures and practices for assigned duties.

Establish and maintain effective working relationships with those contacted in the course of work.

Contribute effectively to the accomplishments of City goals, objectives and activities.

EXPERIENCE AND EDUCATION

Any combination equivalent to experience and training that could likely provide the required knowledge and abilities would be qualifying. A typical way to obtain the knowledge and abilities would be:

Experience: Five (5) years of increasingly responsible water or wastewater analysis experience, including two (2) years of supervisory responsibility.

Education: Equivalent to a Bachelor's Degree from an accredited college or university in chemistry, biochemistry, biology, microbiology, environmental, sanitary or public health engineering, or related field.

City of Hayward
Laboratory Manager
Page 5 of 5

SPECIAL REQUIREMENTS

Essential duties require the mental and/or physical ability to: work in a standard office environment; drive to various locations and make effective presentations to community groups, City Council, and City staff during day and evening hours; perform repetitive hand movements and fine coordination to prepare documents and data using a computer keyboard and mouse/trackball, use standard office equipment; sit for prolonged periods of time; converse by telephone, in person, and to small or large groups and be clearly understood; read and comprehend technical and complex documents; safely lift and carry boxes, files, or materials weighing up to 35 pounds; interact with and make presentations to the public and all different levels of City staff and the community in a professional manner. Essential functions must be performed with or without reasonable accommodation.

PROBATIONARY PERIOD: One (1) Year
H850 Laboratory Manager
EEO Code: 02