

MAJOR FUNCTION

This is highly responsible managerial, professional, supervisory and technical work directing, planning, coordinating, and administering the activities and operations of the Water Quality Laboratory. Work involves establishing and maintaining strong relationships with regulators, interdepartmental City staff, and external customers. Work involves planning, coordinating, directing and managing laboratory operations, water quality sampling, and field activities essential to support the City's core utility business units, associated regulatory and compliance programs and activities, and other special projects. Work includes addressing water quality and environmental issues with utility customers, other City departments, and county, state and federal agencies. Duties are performed with considerable independent judgement and decision-making authority in accordance with established goals, policies and procedures under the direction of the Director Environmental Services. Work is reviewed through conferences, observation, feedback and analysis of reports and services, evaluation of completed projects and results obtained, and through maintaining regulatory compliance, where applicable.

ESSENTIAL AND OTHER IMPORTANT JOB DUTIES**Essential Duties**

Plans, directs, manages and coordinates the work of laboratory supervisor(s) and staff, who are engaged in sampling, laboratory analysis and research involving physical and organic chemistry, the detection and quantification of heavy metals, organic and non-organic contaminants, nutrients and microbiological contaminants in drinking water, wastewater, stormwater, surface water, groundwater and process water. Duties also include managing administrative staff, operations, and special projects to meet departmental goals, regulatory compliance, and customer satisfaction. Directs and coordinates development, operation and maintenance of the laboratory information management system (LIMS) protocols and provides LIMS data queries and report generation for laboratory data. Manages and coordinates invoicing for internal and external clients. Provides oversight and guidance on quality assurance for laboratory accreditation, Environmental Management System, and safety protocols for responsible programs. Serves as Quality Assurance Manager for the laboratory and ensures maintenance of laboratory accreditation with required standards. Directs, manages, trains, and coordinates water quality environmental technicians engaged in technical work collecting, evaluating and testing water, soil and sediment samples in the field in accordance with state approved standard operating procedures, rules, permits or quality assurance plans. Works directly with staff and customers to resolve concerns related to drinking water quality and related services. Manages compliance by reviewing, evaluating, and communicating analytical results, and preparing and submitting reports and compliance documents, in accordance with established goals and regulatory guidelines for the water production facilities and water distribution system; wastewater collection system; water reclamation, effluent reuse and biosolids production systems; electric power generating facilities; and stormwater management facilities. Maintains thorough knowledge of state, federal, and local environmental rules and regulations to ensure compliance with monitoring requirements and to keep abreast of proposed changes that would impact departmental operations. Manages purchasing contracts and services for sub-contract lab analyses, LIMS, and other related purchases. Develops and administers the capital and operating budgets for Water Quality Division. Works with staff to monitor and approve expenditures and make budget recommendations for the yearly operations budget. Ensures the adherence to safe work practices by laboratory and field personnel. Serves as the liaison for the Water Quality Laboratory with other divisions, departments and outside agencies interested in water quality and laboratory analysis. Works directly with the Environmental Services Director to manage sensitive issues. Coordinates external educational outreach, including facility tours and community and classroom presentations. Represents the City at public meetings and professional organizations. Directs and/or provides the training of operational and professional staff. Follows City and departmental policies and procedures. Recommends the selection, transfer, advancement, grievance resolution, discipline, and discharge of employees within chain of command. Conducts performance evaluations for employees

and recommends the award or denial of merit increases, if applicable. Assists the director, as needed with department related activities. Performs related work as required.

Other Important Duties

Directs and prepares studies, research and special projects, as assigned. Prepares oral and written reports and serves on technical committees and ad hoc teams, as needed. Provides information to City staff, City leadership and the general public relating to laboratory services and water quality. Serves as emergency essential staff to ensure continuity of laboratory operations and regulatory compliance through a declared emergency. Works with City groups, vendors, laboratory supervisor(s) and administrative staff to ensure laboratory facility management tasks are performed, such as internal and janitorial cleaning, maintenance, and immediately handles notifications of any issues discovered. Completes special projects as requested. Participates in the development and implementation of strategic plans for the department.

DESIRABLE QUALIFICATIONS

Knowledge, Abilities and Skills

Thorough knowledge of chemical, biological, and physical testing procedures, protocols, rules and regulations, related to water, wastewater and environmental sample collection, testing and analysis. General knowledge of hazards and safety precautions required in using chemical reagents. The ability to serve in the role of Quality Assurance Manager for the laboratory to maintain lab accreditation. General knowledge of analytical testing methods, techniques, instrumentation, and practices. General knowledge of the principles, methods and techniques of sampling, and conducting field investigations. Knowledge of state, federal, and local environmental rules and regulations, and customer permit requirements related to water quality, and other environmental impacts. Thorough knowledge of procurement policies and procedures including contracts and budgeting. Knowledge of City policies and procedures, management principles and practices, including supervision, training and performance evaluation. Ability to communicate effectively, both written and oral; make detailed reports; and speak with groups and at public presentations. Ability to gather and compile technical data and to write and present clear and persuasive reports. Ability to perform advanced mathematical computations relative to environmental analyses. Ability to establish and maintain effective working relationships, as necessitated by the work, to facilitate and coordinate project activities throughout various administrative, engineering, and operating disciplines. Skill in the use of personal computers and the associated programs and applications necessary for successful job performance.

Minimum Training and Experience

Possession of a bachelor's degree in engineering, chemistry, biochemistry, environmental science, water resource science, or a closely related field, and four years of technical and professional work experience working with or on behalf of governmental agencies or utility services, in a potable water or wastewater utility, environmental laboratory, or water resource management that includes environmental monitoring or analysis; or an equivalent combination of training and experience. Two years of the required experience must have been in a supervisory capacity.

Necessary Special Requirements

Must possess a valid class E State driver's license at the time of appointment.

Established: 08-31-19

Revised: 04-23-22

06-17-25