

MAJOR FUNCTION

This is highly responsible administrative, supervisory and professional work directing, planning and managing the activities and operations of the Water Quality Laboratory, Water Quality Sampling and Industrial Pretreatment programs. Work involves planning, coordinating and managing laboratory testing and field activities essential to support the City's core utility business units and associated regulatory and compliance programs and activities. Work includes addressing water quality and environmental concerns with utility customers, other City departments, and county, state and federal agencies. Work is performed independently in accordance with established goals, policies and procedures under the direction of the Assistant General Manager, whom reviews my work through observation, reports and results obtained, and through maintaining compliance, where applicable.

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

Directs, manages and coordinates the work of laboratory supervisor(s), whose staff are engaged in 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 water, wastewater and environmental testing and analysis projects to meet departmental goals, regulatory compliance, and customer satisfaction. Directs and coordinates operation and maintenance of the laboratory information management system (LIMS). Manages and directs the LIMS invoicing for internal and external clients. Provides oversight and guidance on quality assurance for laboratory accreditation, Environmental Management System, and safety programs. Directs, manages 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. Duties also include working with customers to resolve complaints regarding identified environmental problems. Directs, manages and coordinates pretreatment inspectors that perform sampling, compliance testing and enforcement of the local pretreatment ordinance to prevent the introduction of hazardous substances into the City's wastewater collection and treatment systems. Duties also include working with commercial and industrial customers to provide education and outreach. Reviews permit applications, permits, utility customer records and property records to identify and categorize regulated customers. Manages water quality complaints related to customer inquiries, including directing staff work orders, reporting to customers and coordinating with other water utilities' staff to resolve issues, as necessary. Manages compliance by reviewing and evaluating analytical results and preparing and submitting reports in accordance with established goals and regulatory guidelines for the drinking water quality component of the water utility, as well as other departments and programs, including wastewater treatment, electric and stormwater compliance programs, the aquifer protection and industrial pretreatment enforcement programs, and the compliance requirements of external clients, including regulatory agencies. Provides support to Water Operations Manager regarding water quality impacts on water supply, storage and distribution facilities. Maintains 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. Monitors water quality field assets and coordinates with the City's Customer Operations on status and billing concerns related to water quality. Manages purchasing contracts for sub-contract lab analyses, LIMS, and other related purchases. 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; works with the Assistant General Manager to manage sensitive and controversial issues. Coordinates external educational outreach, including facility tours and

community and classroom presentations. Directs and/or provides the training of operational and professional staff. 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. 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. Serves as emergency essential staff to ensure continuity of laboratory operations and regulatory compliance through a declared emergency.

DESIRABLE QUALIFICATIONS

Knowledge, Abilities and Skills

Thorough knowledge of chemical, biological, and physical testing procedures, protocols, rules and regulations, as applied 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 during times that the role is vacant in order to maintain accreditation with Florida Department of Health and National Environmental Laboratory Accreditation Conference standards. General knowledge of analytical testing methods, techniques, instrumentation and practices related to water quality. General knowledge of the principles, methods and techniques of conducting field investigations. General knowledge of local rules and ordinances related to water quality, pretreatment and other environmental impacts. General knowledge of procurement policies and procedures including contracts and budgeting. Knowledge of management principles and practices, including supervision, training and performance evaluation. Ability to interpret and supervise the enforcement of ordinances and guidelines regulating industrial and commercial pre-treatment. Ability to communicate effectively, both written and oral; make detailed reports; and speak with groups and at public presentations. 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 chemistry, biochemistry, environmental science or a related field, and five years of technical and professional work experience 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. One year 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