



Job Description

Please note this job description is not designed to cover or contain a comprehensive listing of activities, duties or responsibilities that are required of the employee for this job.

Job title	Laboratory Manager
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GENERAL PURPOSE

Under administrative direction, plans, organizes, and directs laboratory 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

This is a management classification responsible for planning, organizing, reviewing, and evaluating all District laboratory services, including water and wastewater analysis, data management, the evaluation and incorporation of new laboratory technology, and contracted laboratory services. Incumbents are responsible for performing diverse, specialized and complex work involving significant accountability and decision-making responsibilities, which include developing and implementing policies and procedures for assigned programs, budget administration and reporting, program evaluation, maintaining laboratory accreditation program certification. Incumbents serve as a professional-level resource for organizational, managerial, and operational analyses and studies, and are expected to communicate effectively and timely with all applicable stakeholders to ensure data-driven decision making is carried out. Performance of the work requires the use of considerable independence, initiative, and discretion within broad guidelines.

SUPERVISION RECEIVED AND EXERCISED

Receives administrative direction from the Director of Environmental and Regulatory Compliance. Exercises direct supervision over professional, technical, and administrative support staff.

TYPICAL 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.

- Plans, organizes, supervises, trains and evaluates the performance of assigned staff; establishes performance requirements and personal development targets; regularly monitors performance and provides coaching for performance improvement and

development; recommends compensation and provides other rewards to recognize performance; subject to management concurrence, takes disciplinary action, up to and including termination, to address performance deficiencies, in accordance with the District's rules, policies and labor contract provisions; identifies best-of-class work practices among assigned staff and assures uniform adoption of those practices.

- Provides day-to-day leadership and works with staff to ensure a high performance, customer service-oriented work environment which supports achieving the department's and the District's mission, strategic plan, objectives and values.
- Participates in the development and implementation of goals, objectives, policies, and priorities for assigned services and programs; identifies resource needs; recommends and implements policies and procedures, ensuring alignment with the District's Strategic and Operational Plans.
- Project manages District initiatives related to the laboratory, such as new method development and project support.
- Manages and participates in the development and administration of the department's annual budget; directs the forecast of additional funds needed for staffing, consultants, contractors, equipment, materials, and supplies; directs the monitoring of and approves expenditures; directs and implements adjustments as necessary to meet changing conditions.
- Interprets applicable laws, regulations, and policies; assesses and reports impact of new regulations.
- Evaluates potential for water contamination and responds accordingly.
- Plans, organizes, reviews, and evaluates laboratory program efficiency and effectiveness.
- 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.
- Recommends and integrates new laboratory technology and processes as appropriate; stays abreast of current laboratory technology and management strategies.
- Compiles and prepares reports as needed to document laboratory activities; prepares and delivers technical reports and presentations to management, the 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 laboratory information management system software and compliance with federal, state, local, and district regulations; provides data using appropriate query tools; assists Information Systems staff with electronic data exports.
- Ensures staff observe and comply with all District and mandated safety rules, regulations, and protocols.
- Performs related duties as assigned.

Continuous Improvement Related Duties:

- Provides routine training to applicable stakeholders to ensure District needs are being met in the most efficient manner, ensuring solutions are provided when deficiencies arise.
- Applies continuous improvement 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.

REQUIRED QUALIFICATIONS

Knowledge of:

- Method validation and proficiency testing as required through the Environmental Laboratory Accreditation Program (ELAP).
- Principles and practices of employee supervision, including work planning, assignment review and evaluation, discipline, and the training of staff in work procedures.
- Principles and practices of leadership.
- Organization and management practices as applied to the development, analysis, and evaluation of programs, policies, and operational needs of the assigned area of responsibility.
- Principles and techniques for working with groups and fostering effective team interaction to ensure teamwork is conducted smoothly.
- Administrative principles and methods including goal setting, program development and implementation.
- Principles and practices of budget preparation and administration.
- 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.
- Water and wastewater sampling techniques.
- Principles and practices of budgeting, planning, training, and scheduling.
- Applicable federal and state regulations governing water, wastewater, and biosolids.
- 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.
- District and mandated safety rules, regulations, and protocols.
- Techniques for providing a high level of customer service by effectively dealing with the public, vendors, contractors, and District staff.
- The structure and content of the English language, including the meaning and spelling of words, rules of composition, and grammar.
- Modern equipment and communication tools used for business functions and program, project, and task coordination, including computers and software programs relevant to work performed.

Continuous Improvement Knowledge:

- The core values, concepts, and framework of continuous improvement 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:

- Maintain ELAP certification and gain approval for new analytical methods through meeting ELAP requirements.
- Select and supervise staff, provide training and development opportunities, ensure work is performed effectively, and evaluate performance in an objective and positive manner.
- Develop and implement goals, objectives, practices, policies, procedures, and work standards.
- Provide administrative and professional leadership and direction for Laboratory Division and the District.
- Use tact, discretion and diplomacy in dealing with sensitive situations and concerned people and customers, both internal and external.
- Prepare, administer and monitor a division/department budget.
- 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.
- Anticipate future laboratory resource needs.
- Interpret data and evaluate degree of compliance and conformance.
- Oversee and manage commercial laboratory contracts.
- Understand, interpret, and apply all pertinent laws, codes, regulations, policies and procedures, and standards relevant to work performed.
- Effectively represent the department and the District in meetings with governmental agencies; community groups; various business, professional, and regulatory organizations; and in meetings with individuals.
- Independently organize work, set priorities, meet critical deadlines, and follow-up on assignments.
- Use tact, initiative, prudence, and independent judgment within general policy, procedural, and legal guidelines.
- Effectively use computer systems, software applications relevant to work performed, and modern business equipment to perform a variety of work tasks.

- Communicate clearly and concisely, both orally and in writing, using appropriate English grammar and syntax.
- Establish, maintain, and foster positive and effective working relationships with those contacted in the course of work.

Continuous Improvement Abilities:

- Effectively evaluate areas of improvement, taking into account both internal and external department needs, and creating sound solutions to resolve any identified deficiencies.
- Develop a systems perspective for managing department operations and its key processes to achieve results.
- To use the continuous improvement strategies and the core values as building blocks for department operations.
- Define and explain key processes and process 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 for all divisions within the department.
- Ensure department goals and objectives are aligned with other departments, branches, and the District as a whole.
- Track and monitor department performance.
- Make sound decisions based on departmental performance indicators.

Experience:

Any combination of experience and education that provides the required knowledge and abilities is qualifying, along with the specific licenses/certifications as outlined below:

- Five (5) years of progressively responsible experience in water or wastewater laboratory services, preferably in a government or utility environment, one (1) year of which should be in a supervisory or lead capacity.

Education:

- Equivalent to a bachelor's degree from an accredited college or university with major coursework in chemistry, bacteriology, biology, environmental science, engineering, or a related field.

Licenses/Certifications:

- A valid California driver's license and the ability to maintain insurability under the District's Vehicle Insurance Policy.
- Certification by the California Water Environment Association (CWEA) or American Water Works Association (AWWA) as a Grade IV Laboratory Analyst.

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

PHYSICAL DEMANDS

The physical 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.

When assigned to a laboratory environment, must possess mobility to work in a standard laboratory setting and use standard laboratory equipment, including a computer, analyzer, and autoclave; vision to read printed materials and a computer screen; color vision to detect color of samples in chemical and microbiological analyses; and hearing and speech to communicate in person and over the telephone; ability to stand and walk between work areas may be required. Finger dexterity is needed to access, enter, and retrieve data using a computer keyboard or calculator and to operate standard office equipment. Positions in this classification occasionally bend, stoop, kneel, reach, push, and pull drawers open and closed to retrieve and file information.

When assigned to field inspection, must possess mobility to work in changing site conditions; possess the strength, stamina, and mobility to perform light to medium physical work; to sit, stand, and walk on level, uneven, or slippery surfaces; to reach, twist, turn, kneel, and bend; and to operate a motor vehicle and visit various District sites; vision to inspect site conditions and work in progress. The job involves fieldwork requiring frequent walking in operational areas to identify problems or hazards, with exposure to hazardous materials in some site locations. Employees must possess the ability to lift, carry, push, and pull materials and objects averaging a weight of 20 pounds, or heavier weights.

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 work in a laboratory environment with moderate noise levels, controlled temperature conditions, and frequent exposure to hazardous or toxic substances. Employees also work in the field and are exposed to loud noise levels, cold and hot temperatures, inclement weather conditions, road hazards, vibration, confining workspace, chemicals, mechanical and/or electrical hazards, and hazardous physical substances and fumes. Employees may interact with upset staff and/or public and private representatives in interpreting and enforcing departmental policies and procedures.

Eastern Municipal Water District
Job Title: Laboratory Manager
Last Update: February 2024

This job description has been reviewed and approved by all levels of management in cooperation with the union (if applicable):

Approved by:	<i>Board of Directors</i>
Date adopted:	<i>October 2, 2019</i>
Date modified:	<i>March 5, 2024</i>
FLSA determination:	<i>Exempt</i>

Job Description Acknowledgment

I have received, reviewed and fully understand the job description for Manager of Laboratory and Water Quality Services. I further understand that I am responsible for the satisfactory execution of the essential functions described therein, under any and all conditions as described.

Employee Name (print): _____ Date: _____

Employee Number: _____

Employee Signature: _____