

## CITY OF HAMILTON

### PUBLIC WORKS DEPARTMENT

### (WATER & WASTEWATER – LABORATORY SERVICES – LOCATION – 700 WOODWARD AVE.)

### SUPERVISOR, QUALITY ASSURANCE (LABORATORY) – CUPE 1041

#### SUMMARY OF DUTIES

Reporting to the Superintendent, Environmental Laboratory, the Supervisor, Quality Assurance will assume responsibility for the Quality Control/Quality Assurance of all analytical work done by the laboratory including maintaining SCC/CALA and ISO 17025 accreditation, monitoring compliance and reporting under the Drinking Water Protection Regulation (O. Reg. 170/03) and the Ontario Drinking Water Standards (ODWS), and ensuring QA/QC of all related activities for internal and external clients.

Responsible for ensuring that analytical, QA/QC, and reporting programs are provided in accordance with City and Provincial guidelines and is in the most effective and efficient manner consistent with the City of Hamilton Mission and Vision.

Assist in the implementation of strategies to improve effectiveness and efficiency. Prepare and report on the QA/QC area services against established benchmarks. Set above average standards, lead by example and function as mentor to subordinate staff.

Possess a demonstrated record of technical competence, customer focus, team advocacy, and be committed to excellence.

Possess a high level of personal integrity and be an excellent communicator.

#### GENERAL DUTIES

You will monitor the overall program to ensure service quality, legislative compliance and assist in the development of plans and policies for the Environmental Laboratory.

The Quality Assurance Supervisor is accountable to the Superintendent of Environmental Laboratory for ensuring that internal and external analytical services meet accreditation requirements and that they are provided in accordance with City and Provincial guidelines.

Implement and maintain a quality assurance program for the Environmental Laboratory to ensure compliance with current legislation and SCC/CALA and ISO 17025. Set above average quality standards.

Ensure compliance with regulatory requirements of SCC/CALA (ISO 17025), and Ontario Drinking Water Protection Regulation (O. Reg. 170/03) and Ontario Drinking Water Standards (ODWS) and consistent with the City of Hamilton Mission and Vision.

Prepare quarterly consumer's report as required by Ontario Drinking Water Protection Regulation (O.Reg.170/03). Ensure that notification of exceedances and follow up requirements are carried out as required and that all related documentation is readily retrievable.

Ensure that summary analytical reports are produced on time, that the analytical data is protected and readily available following laboratory protocols and that reportable data is submitted timely to the appropriate parties.

Responsible for overseeing the accuracy of the analytical reports provided to internal and external clients.

Provide technical support to the inorganic, organic sections and microbiology sections including analytical testing, if required.

## **JOB Description #2824**

Provide leadership and direction to staff within the group. Empower and develop reporting staff to perform their work in an independent manner. Promote teamwork, integration and excellence within the Environmental Laboratory.

Prepare or review, as required, technical reports arising out of this area of responsibility for presentation to various committees of the City.

Participate as a department representative on various technical committees as required.

Assist in the preparation of annual draft current and capital budgets for the group with respect to training and quality assurance expenditures. Project expenditures and recommend changes where appropriate.

Fulfil the role of Acting Superintendent, Environmental laboratory when required.

Represent the City on various technical committees and certification organizations.

### **QUALIFICATIONS**

1. Bachelor's Degree in Chemistry or related Sciences with progressive experience, or a Diploma in Chemistry or related Sciences with substantial experience, in environmental testing with emphasis on quality assurance and quality control in an environmental laboratory setting.
2. Comprehensive experience in the implementation of quality systems, in conjunction with ISO 17025 accrediting organizations, and in an operating environment, with water and wastewater treatment.
3. Effective leadership, communication, presentation, interpersonal and organizational skills.
4. Ability to perform testing and train staff on Inorganic, Organic and Microbiological analytical methods.
5. Ability to deal effectively with management, clients, peers, staff and the general public.
6. Thorough knowledge and understanding of methods, statutes, regulations and by-laws affecting the department/section.
7. Knowledge of collective bargaining process.
8. Working knowledge of computer software applications for desk top and analytical purposes (Microsoft Office Suite) and proven experience working with a Laboratory Information Management System (LIMS).