

CITY OF HAMILTON

PUBLIC WORKS DEPARTMENT **(HAMILTON WATER DIVISION – LABORATORY SERVICES – LOCATION – 700 WOODWARD AVE.)**

SUPERVISOR LABORATORY SERVICES – CUPE 1041

SUMMARY OF DUTIES

Reporting to the Superintendent, Environmental Laboratory. Plans, manages and co-ordinates various projects for the environmental laboratory. The Supervisor will take the lead role in the delivery of analytical services with a customer service focus.

Responsible for ensuring that Laboratory Client Services are provided in accordance with City and Provincial guidelines and in the most effective and efficient manner consistent with the City of Hamilton Mission and Vision.

Assists in the implementation of strategies to improve effectiveness and efficiency. Prepares and reports on client services against established benchmarks. Sets above average standards, leads by example and functions as mentor to subordinate staff.

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

Possesses a high level of personal integrity and is an excellent communicator.

GENERAL DUTIES

You will be responsible for supervising laboratory client services including sample intake and lab support services and monitoring the effectiveness of the program to ensure service quality, and legislative compliance. Assists in the development of plans and policies for the Environmental Laboratory.

Manage and monitor the sampling program for drinking water, wastewater and biosolids to ensure compliance with drinking water and other applicable Regulations.

Provide verbal and written notification of exceedences and adverse water conditions to Water Quality Staff, the MOE and MOH as required by the ODWS. Ensure appropriate follow up actions are carried out and participates in the preparation of follow-up reports.

Maintain updated filing system with documentation related to the O. Reg. 170/03 including notifications, and follow-ups. Review updated regulations and modify protocols as required.

Maintain electronic files and submit required analytical information to MOE and MOH as required by O. Reg. 170/03.

Review applicable environmental regulations, licensing and accreditation requirements to ensure legislative compliance.

Manage the subcontracting of testing ensuring adherence to regulatory requirements and client's needs.

Manage the sample reception activities to ensure accuracy of information.

Develop tools to monitor performance of service providers to increase level of customer service.

Develop, evaluate and monitor good laboratory practices for staff responsible for sample receiving, handling and producing analytical reports.

Develop cost-benefit or statistical analysis for various laboratory programs. Identify problem areas.

Manage the administrative components of assigned projects including monitoring and control of budget expenditures, monitoring of turnaround time for results that meet contractual obligations, related documentation and record keeping.

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Ensure timely, cost-effective results in compliance with corporate and legislative requirements by reviewing Corporate and Legislative requirements regularly and doing gap analysis.

Consult or undertake liaison with clients within the corporation as well as with external clients (consultants, public) requiring laboratory services.

Coordinate testing requirements from clients and ensure that methods are fit for purpose, and inform clients regarding documentation/regulatory requirements.

Ensure good communication between the laboratory and clients to meet or exceed accreditation requirements related to service to clients.

Prepare summary reports of various projects, including actions/recommendations for laboratory staff by gathering data and compiling it into a meaningful and understandable format.

Advise Superintendent of Laboratory/Supervisor Quality Assurance on important issues that affect the section and possible actions.

Report regularly on the status of projects, tasks, staff performance, and overall benefits of project activities to the Superintendent of Laboratory and Supervisor Quality Assurance.

Track projects and assess non-conformances and feedback from the clients as they relate to the section's objectives and goals.

Assist in preparing oral and written presentations to management on results and make recommendations.

Ensures that employees are provided with and use the appropriate equipment, material and/or procedures required to perform the assigned duties. Ensures that all employees perform work in accordance with applicable Health and Safety legislation and all City of Hamilton corporate and departmental policies and procedures. Ensures that appropriate action is recommended for those employees who do not work in compliance with legislation, policies and procedures.

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.

Works in accordance with the provisions of applicable Health and Safety legislation and all City of Hamilton corporate and departmental policies and procedures related to Occupational Health and Safety.

Performs other duties as assigned which are directly related to the major responsibilities of the job.

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 or an equivalent combination of education and relevant work experience.
2. Previous demonstrated supervisory experience.
3. Proven experience working in laboratory environment as an analyst performing chemical analysis using advanced laboratory instrumentation.
4. Preference will be given to applicants with progressively responsible experience in a laboratory setting.
5. Proven experience in Project Management.
6. Strong working knowledge of and experience working with administrative and operating procedures for environmental laboratories.
7. Solid understanding of Municipal, Provincial and Federal Statutes and Laws that affect Water/Wastewater

and Biosolids gained through practical experience.

8. Demonstrated thorough knowledge of and experience working with accreditation and licensing requirements for analytical testing, ISO standards, SCC/CALA, MOE requirements.
9. Excellent communication, interpersonal and customer service skills.
10. Knowledge of collective bargaining process.
11. Excellent computer skills in software that uses advanced statistical applications such as EXCEL, Crystal Reports and Microsoft Project. Extensive experience in Laboratory Information Management Systems.

THE INCUMBENT SHALL COMPLY WITH ALL HEALTH AND SAFETY POLICIES AND PRACTICES FOR THIS POSITION AND THE WORKPLACE.