



Career Service Authority

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Medical Technologist Section Supervisor

GENERAL STATEMENT OF CLASS DUTIES

Directs and supervises the work of technical staff in a specialty area of the Denver Health Medical Center Laboratory, such as Chemistry, to ensure accurate completion of laboratory tests and compliance with accrediting and inspecting agencies' requirements.

DISTINGUISHING CHARACTERISTICS

The Medical Technologist Section Supervisor is distinguished from the Medical Technologist Unit Supervisor which supervises the work of technical staff performing tests in a clinical laboratory or specialty unit of the Medical Laboratory such as Serology. This class is also distinguished from the Medical Technologist which performs highly technical routine and emergency laboratory procedures in the Medical Laboratory including Hematology, Chemistry, Toxicology, and the Blood Bank.

Guidelines, Difficulty and Decision Making Level:

Guidelines are in the form of stated objectives for the section, unit, function, or project.

Work assignment is generally unstructured and employee is responsible for assigning and supervising a variety of functions to achieve the objectives of the section, unit, or project. Duties performed involve weighing and evaluating factors requiring judgment, analytical ability, and problem solving.

Employee is responsible for simultaneous coordination and supervision of several functions, programs, or projects in various stages of completion.

Level of Supervision Received and Quality Review:

Under managerial direction, the employee has personal accountability for carrying out the work objectives of an organizational unit or section within the scope of established guidelines and the mission of the agency or department. Employee is expected to resolve problems that arise in the normal course of the work. Work may be discussed with higher level supervisors and reviewed for soundness of judgment and feasibility of decisions.

Interpersonal Communications and Purpose:

Contacts are of a non-prescribed nature involving the negotiation and resolution of problems and where exceptional degrees of discretion, judgment, and specialized knowledge are required in carrying out the programs and policies of an organization.

Level of Supervision Exercised:

Supervises one subordinate supervisor and/or two or more professional employees who do not supervise.

ESSENTIAL DUTIES

Supervises subordinate supervisors and technical staff in a specialty section of Denver Health Medical Center's Medical Laboratory.

Assists in developing, recommending and coordinating the implementation of new procedures for the assigned functions or unit.

Implements and interprets policies and procedures developed by higher level managers or supervisors.

Develops and monitors work teams or units and assigns staff to efficiently and effectively accomplish the division's goals and objectives.

Assists in the development of departmental budgets.

Recognizes and resolves unusual conditions, test results and procedures. Communicates operational problems to the Laboratory Manager and recommends solutions.

Reviews work upon completion for adherence to guidelines and standards

Resolves problems encountered by employees during the course of the assignment.

Monitors safety, environmental and infection control standards and implements a quality improvement program.

Directs the development of performance evaluation standards for functions managed within the guidelines set by top management. Formally evaluates the work of directly subordinate supervisors and/or staff.

Trains employee in day to day procedures.

Interviews and selects staff reporting directly to this position and assists with other interviews as required.

Initiates and recommends disciplinary action for employees as necessary.

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Any one position may not include all of the duties listed.
However, the allocation of positions will be determined by
the amount of time spent in performing the essential duties
listed above.
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MINIMUM QUALIFICATIONS

Competencies, Knowledge, & Skills:

Customer Service - Works with customers to assess needs, provide assistance, resolve problems, satisfy expectations; knows products and services; is committed to providing quality products and services.

Technical Competence – Understands and appropriately applies procedures, requirements, regulations, and policies related to specialized expertise (for example, engineering, physical science, law, or accounting) and maintains credibility with others on technical matters.

Integrity/Honesty - Contributes to maintaining the integrity of the organization; displays high standards of ethical conduct and understands the impact of violating these standards on an organization, self, and others; is trustworthy.

Interpersonal Skills - Shows understanding, courtesy, tact, empathy, concern; develops & maintains relationships; may deal with people who are difficult, hostile, distressed; relates well to people from varied backgrounds & situations; is sensitive to individual differences.

Team Building – Manages group processes, encourages and facilitates cooperation, pride, trust, and group identity, fosters commitment and team spirit, and works with others to achieve goals.

Problem Solving - Identifies problems; determines accuracy and relevance of information; uses sound judgment to generate and evaluate alternatives, and to make recommendations.

Reasoning - Identifies rules, principles, or relationships that explain facts, data, or other information; analyzes information and makes correct inferences or draws accurate conclusions.

Decision Making - Makes sound, well-informed, and objective decisions; perceives the impact and implications of decisions; commits to action, even in uncertain situations, to accomplish organizational goals; causes change.

Human Resources Management – Empowers staff by sharing power and authority, develops lower levels of leadership, pushing authority down and out throughout the organization, shares rewards with staff, and ensures staff is properly selected, used, appraised, developed, and are treated fairly.

Managing Diverse Workforce – Is sensitive to cultural diversity, race, gender, and other individual differences in the workforce and manages workforce diversity.

Oral Communication - Expresses information to individuals or groups effectively, taking into account the audience and nature of the information; makes clear and convincing oral presentations; listens to others, attends to nonverbal cues, and responds appropriately.

Reading - Understands and interprets written material, including technical material, rules, regulations, instructions, reports, charts, graphs, or tables; applies what is learned from written material to specific situations.

Writing - Recognizes or uses correct English grammar, punctuation, and spelling; communicates information in a succinct and organized manner; produces written information, which may include technical material that is appropriate for the intended audience.

Stress Tolerance - Deals calmly and effectively with high stress situations (for example, tight deadlines, hostile individuals, emergency situations, dangerous situations).

Flexibility - Is open to change and new information; adapts behavior or work methods in response to new information, changing conditions, or unexpected obstacles; effectively deals with ambiguity.

Physical Demands (Physical Demands are a general guide and specific positions will vary based on working conditions, locations, and agency/department needs):

Standing: remaining on one's feet in an upright position.
Sitting: remaining in the normal seated position.
Reaching: extending the hand (s) and arm (s) in any direction.
Handling: seizing, holding, grasping, or otherwise working with hand (s)
Fingering: picking, pinching, or otherwise working with fingers
Talking: expressing or exchanging ideas by means of spoken words
Repetitive motions: making frequent movements with a part of the body
Eye/hand/foot coordination: performing work through using two or more

Working Environment:

Exposed to bio- hazardous, radioactive substances
Exposed to hazardous anesthetic agents, body fluids and waste
Exposed to housekeeping/cleaning agents/chemicals
Exposed to infection from disease-bearing specimens
Exposed to odorous chemical and specimens
Exposed to patient elements
Exposed to the risk of blood borne diseases
Exposed to infections and contagious diseases

Education Requirement:

Bachelor Degree in Biology, Chemistry or a related field.

Experience Requirement:

Two years of experience of the type and at the level of Medical Technologist Unit supervisor.

Education/Experience Equivalency:

Additional appropriate education may be substituted for one year of the minimum, experience requirement.

Licensure and/or Certification:

Must meet Clinical Laboratory Improvement Amendments (CLIA) for specific job duties at the time of application.

Possession of Certification as a Medical Technologist or Histologic Technician by the American Society of Clinical Pathologists required.

CLASS DETAIL

FLSA CODE: Exempt

ESTABLISHED DATE: 09/16/95

ESTABLISHED BY: Monika MacRossie

REVISED DATE: 12/6/09

REVISED BY: Hameed Pousti

CLASS HISTORY 09/95 — The class was originally created.
12/6/09 — The spec was updated, Competencies were added and placed in to new format.