



Career Service Authority

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Wastewater Quality Control Manager

GENERAL STATEMENT OF CLASS DUTIES

Performs management-level work planning and directing the activities of the Quality Control and Laboratory Sections of Wastewater Management, which includes the Industrial Pretreatment, Sampling, and Investigation units.

DISTINGUISHING CHARACTERISTICS

This class is distinguished from other comparable management classes by its specific technical knowledge of science, chemistry and wastewater management. It is also distinguished by the following characteristics:

Guidelines, Difficulty and Decision Making Level:

Guidelines are in the form of stated vision and objectives for the division or agency. Work assignment is unstructured and employee is responsible for implementing and managing a variety of objectives, resources, and strategies to achieve the goals of the division or agency. Duties performed include operational and organizational planning; developing standards, schedules, priorities, guidelines, processes and measurement (evaluation) systems; implementation of production and performance management standards; and allocating resources. Employee is responsible for implementing operational goals and objectives and for the management of a range of complex divisions and/or city wide responsibilities and overall functions in which several projects and programs may be in progress with simultaneous, multiple resource involvement. Develops solutions to organizational and operational problems; responsible for organizational management (development, staffing, and conflict); and allocating resources.

Level of Supervision Received and Quality Review:

Under administrative supervision, the employee has personal accountability for carrying out an assigned function, program or project within the scope of established guidelines and objectives and is expected to resolve problems that arise in the normal course of the work. Completed work is generally reviewed for soundness of judgment, conclusion, adequacy and conformance to policy.

Interpersonal Communications and Purpose:

Contacts of a non-prescribed nature involving the negotiation and resolution of non-routine problems encountered and where exceptional degrees of discretion and judgment and knowledge are required. Contacts where the exchange of information, support, influence and cooperation may have a very significant impact on the division, programs, and/or policies of the organization.

Level of Supervision Exercised:

Supervises two or more first level supervisors.

ESSENTIAL DUTIES

Supervises chemists, inspectors, investigators and other supervisory and non supervisory personnel in wastewater quality control enforcement and project management.

Reviews laboratory test results submitted by laboratory staff for accuracy and completeness, reconciles problems related to data trends, and prepares reports of the data.

Plans, schedules, coordinates, and assigns work and establishes goals and priorities for subordinate employees.

Coordinates City wide wastewater projects that encompass legal, technical, financial and land use planning aspects of wastewater management.

Reviews departmental contracts and agreements.

Directs short and long term planning for the work unit including developing and analyzing programs and projects.

Resolves operational and unforeseen procedural problems and addresses other concerns as directed or necessary.

Delegates responsibility and authority to subordinate staff.

Recommends and controls budgetary expenditures and allocation of resources for administrative functions of the section.

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

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

Develops and implements staff training and development plans to provide cross training of employees, specific job related training, and other approaches to provide opportunities for staff flexibility and development.

Develops the performance evaluation program for functions within the unit, monitors and documents employee performance, provides ongoing feedback regarding levels of performance, and formally evaluates employees in relation to performance.

Performs other related duties as assigned or requested.

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.

MINIMUM QUALIFICATIONS

Competencies, Knowledge & Skills:

Technical Competence - uses knowledge that is acquired through formal training or extensive on-the-job experience to perform one's job; works with, understands, and evaluates technical information related to the job; advises others on technical issues.

Problem Solving - identifies and analyzes problems; uses sound reasoning to arrive at conclusions; finds alternative solutions to complex problems; distinguishes between relevant and irrelevant information to make logical recommendations.

Leadership - inspires, motivates, guides others toward goals; coaches, mentors, challenges staff; adapts leadership styles to various situations; models high standards of honesty, integrity, trust, openness, and respect for individuals by applying these values daily.

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

Decisiveness - makes sound and well-informed decisions; perceives the impact and Implications of decisions; commits to action, even in uncertain situations, in order to accomplish organizational goals; causes change.

Organizational Awareness - Knows the organization's mission and functions, and how its social, political, and technological systems work and operates effectively within them; this includes the programs, policies, procedures, rules and regulations of the organization.

Knowledge of chemistry laboratory testing sufficient to be able to interpret test results and prepare findings.

Knowledge of supervisory theories and methods sufficient to be able to perform a variety of supervisory functions.

Knowledge of budgeting principles and practices sufficient to be able to assume budgetary responsibilities as required.

Skill in coordinating and directing activities related to the work assignment.

Skill in reading, reviewing, and analyzing documents common to the area.

Skill in developing and implementing new programs.

Skill in developing techniques and methodologies to resolve unprecedented problems or situations.

Skill in developing and implementing policies and procedures related to the work assignment.

Skill in applying the principles of staff development to provide staff training and cross training.

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

Sitting: remaining in the normal seated position.
Lifting: raising or lowering an object from one level to another.
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.
Hearing: perceiving the nature of sounds by the ear.
Repetitive motions: making frequent movements with a part of the body.
Eye/hand/foot coordination: performing work using two or more.

Working Environment:

Pressure due to multiple calls and inquiries.
Subject to many interruptions.
Exposed to odorous chemicals and specimens.
Exposure to toxic chemicals.

Education Requirement:

Baccalaureate Degree in Chemistry or a directly related scientific field.

Experience Requirement:

Three years of professional supervisory scientific experience in wastewater project/program management dealing with major projects and/or programs.

Education/Experience Equivalency:

Additional appropriate education may be substituted for one year of the minimum experience requirement. Additional appropriate experience may be substituted for the minimum education requirements on a two years for one year basis.

Licensure and/or Certification:

None.

CLASS DETAIL

FLSA CODE: Exempt

ESTABLISHED DATE: 03/16/2003

ESTABLISHED BY: Tony Gautier

REVISED DATE: 09/27/2009

REVISED BY: Blair Malloy

CLASS HISTORY 3/2003: New class written as a result of an individual audit.
9/2009: Revised General Statement of Class Duties.