

Water Authority Position Description

QUALITY ASSURANCE SYSTEM MGR

Status	Position Code	Level	Date
APPROVED	QASM	P28	Mar 2017

Job descriptions are intended to present a general list of the tasks/duties performed by employees within this job Classification. Job Descriptions are not intended to reflect all duties performed within the job.

POSITION SUMMARY

MANAGE AND STRIVE FOR CONTINUOUS IMPROVEMENTS IN ENVIRONMENTAL COMPLIANCE PROCESSES/FUNCTIONS OF THE ENVIRONMENTAL MONITORING PROGRAM (EMP) AND THE WATER QUALITY LABORATORY TO INCLUDE A FOCUS ON THE WATER AUTHORITY ORGANIZATION'S EXPECTATIONS INCLUDING GOALS AND OBJECTIVES. DEVELOP, DOCUMENT, IMPLEMENT, MANAGE, MAINTAIN, AND IMPROVE THE ENVIRONMENTAL MONITORING PROGRAM AND THE WATER QUALITY LABORATORY QUALITY MANAGEMENT SYSTEMS, INCLUDING: INTERNAL AUDIT PROGRAM, CORRECTIVE AND PREVENTIVE ACTIONS, QUALITY PLANNING, DOCUMENT CONTROL, RECORD MANAGEMENT, SUPPORT EQUIPMENT CALIBRATION, STAFF TRAINING AND DATA MANAGEMENT FUNCTIONS.

MIN EDUCATION & EXPERIENCE REQ

BACHELORS DEGREE FROM AN ACCREDITED COLLEGE OR UNIVERSITY WITH MAJOR COURSE WORK IN CHEMISTRY, BIOLOGY, ENVIRONMENTAL OR CIVIL ENGINEERING OR A RELATED FIELD, PLUS FIVE (5) YEARS OF EXPERIENCE THAT MUST INCLUDE WATER/WASTEWATER MONITORING AND WATER/WASTEWATER ANALYTICAL LABORATORY EXPERIENCE TO INCLUDE TWO (2) YEARS SUPERVISORY EXPERIENCE IN A MANAGEMENT AND/OR ADMINISTRATIVE CAPACITY. CERTIFICATION AS A QUALITY AUDITOR (AMERICAN SOCIETY FOR QUALITY, CERTIFIED QUALITY AUDITOR (CQA) DESIRABLE.

ADDITIONAL REQUIREMENTS

POSSESSION OF, OR ABILITY TO OBTAIN AND MAINTAIN A VALID AUTHORITY OPERATOR PERMIT (AOP) WITHIN SIX (6) MONTHS.
 POSSESSION OF A VALID NEW MEXICO DRIVER'S LICENSE.
 POSSESSION OF A NEW MEXICO WATER SUPPLY, LEVEL III CERTIFICATE OR NEW MEXICO WASTEWATER, LEVEL III CERTIFICATE PREFERRED
 ACHIEVE AND MAINTAIN NEW MEXICO ENVIRONMENT DEPARTMENT WASTEWATER LABORATORY TECHNICIAN CERTIFICATION LEVEL III WITHIN (6) MONTHS.

SUPERVISION RECEIVED/EXERCISED

RECEIVES GENERAL DIRECTION FROM COMPLIANCE DIVISION MANAGER.
RECEIVES GENERAL DIRECTION FROM THE CHIEF OPERATING OFFICER.
EXERCISES DIRECT SUPERVISION OVER PROCESSES AND QUALITY SYSTEM ELEMENTS.
MAY PROVIDE TECHNICAL DIRECTION TO TECHNICAL AND SUPPORT STAFF.

ESSENTIAL FUNCTIONS

1. DEVELOP, DOCUMENT, IMPLEMENT, MANAGE, MAINTAIN AND IMPROVE ALL ELEMENTS OF THE COMPLIANCE DIVISION ENVIRONMENTAL MONITORING PROGRAM (EMP) AND THE WATER QUALITY LABORATORY QUALITY MANAGEMENT SYSTEMS, INCLUDING INTERNAL AUDIT PROGRAM, CORRECTIVE AND PREVENTIVE ACTIONS, QUALITY PLANNING, DOCUMENT CONTROL, RECORD MANAGEMENT, SUPPORT EQUIPMENT CALIBRATION, STAFF TRAINING AND DATA MANAGEMENT FUNCTIONS.
2. ASSIST IN THE DEVELOPMENT OF GOALS AND IMPLEMENT OBJECTIVES, POLICIES AND PRIORITIES FOR THE QUALITY MANAGEMENT SYSTEM TO ENSURE COMPLIANCE WITH CURRENT EMERGING REGULATORY COMPLIANCE MONITORING REQUIREMENTS, QUALITY STANDARDS AND ACCREDITATION REQUIREMENTS.
3. COORDINATE AND COMMUNICATE THE ENVIRONMENTAL MONITORING PROGRAM (EMP) AND WATER QUALITY LABORATORY QUALITY SYSTEMS WITH COMPLIANCE DIVISION PROGRAM MANAGERS. FOCUS ON COMPLIANCE DIVISION CRITICAL REQUIREMENTS AND OPERATING DIVISION CUSTOMER EXPECTATIONS, PREVENTION AND RESOLUTION OF PROBLEMS, AND STRIVE FOR CONTINUOUS IMPROVEMENT RESULTING IN IMPROVED RESULTS FOR THE ORGANIZATION.
4. PARTICIPATE IN THE ESTABLISHMENT AND MAINTENANCE OF AUTOMATED AND MANUAL DATA SYSTEMS FOR QUALITY DATA AND RECORDS MANAGEMENT.
5. PLAN AND CONDUCT PERIODIC INTERNAL AUDITS OF MONITORING AND LABORATORY DATA AND OPERATIONAL SYSTEMS IN ACCORDANCE WITH PROCEDURAL REQUIREMENTS. ENSURE COMPLIANCE WITH APPROVED PROCEDURES AND WATER AUTHORITY REQUIREMENTS.
6. REVIEW AND ASSESS THE QUALITY OF MONITORING AND LABORATORY DATA. EVALUATE TESTING METHODOLOGY AND TECHNIQUES USED AND IMPLEMENT APPROPRIATE CORRECTIVE ACTION. ASSURE WORK PRODUCT CONFORMANCE WITH POLICIES, RULES AND REGULATORY REQUIREMENTS.
7. PROVIDE OR COORDINATE QUALITY ASSURANCE, QUALITY CONTROL AND RELATED OPERATIONAL TRAINING. WORK WITH MANAGEMENT AND EMPLOYEES TO CORRECT DEFICIENCIES.
8. ENSURE THAT THE LABORATORY MAINTAINS THIRD-PARTY ACCREDITATION UNDER A RELEVANT LABORATORY QUALITY STANDARD. SERVE AS THE LABORATORY'S PRIMARY LIAISON TO THE LABORATORY'S ACCREDITING AGENCY.
9. ACHIEVE AND MAINTAIN ACCREDITATION FOR ISO 14001 QUALITY STANDARDS FOR THE ENVIRONMENTAL MONITORING PROGRAM (EMP).

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10. PARTICIPATE IN THE DEVELOPMENT AND ADMINISTRATION OF THE DIVISION BUDGET. FORECAST FUNDS NEEDED FOR STAFFING, EQUIPMENT, MATERIALS AND SUPPLIES. ORDER SUPPLIES AS NEEDED TO FULFILL QUALITY REQUIREMENTS. RECOMMEND EXPENDITURES AND IMPLEMENT BUDGETARY ADJUSTMENTS AS APPROPRIATE AND NECESSARY.

11. EXPLAIN, JUSTIFY AND DEFEND QUALITY SYSTEM PROGRAMS, POLICIES AND ACTIVITIES. KEEP CHAIN OF COMMAND INFORMED OF SENSITIVE AND CONTROVERSIAL ISSUES AND THEIR RESOLUTIONS.

12. PREPARE AND PRESENT REPORTS AND OTHER NECESSARY CORRESPONDENCE.

13. ENSURE SAFE WORKING ENVIRONMENT.

SUPPLEMENTAL FUNCTIONS

1. ATTEND AND PARTICIPATE IN PROFESSIONAL GROUP MEETINGS. STAY ABREAST OF NEW TRENDS AND INNOVATIONS IN THE FIELDS OF ENVIRONMENTAL MONITORING AND ANALYTICAL QUALITY ASSURANCE.

2. PERFORM RELATED DUTIES AND RESPONSIBILITIES AS REQUIRED.

PREFERRED KNOWLEDGE

OPERATIONS, SERVICES AND ACTIVITIES OF A COMPREHENSIVE WATER/WASTEWATER MONITORING AND ANALYTICAL LABORATORY PROGRAM THEORETICAL PRINCIPLES AND PRACTICES OF ANALYTICAL CHEMISTRY AND MICROBIOLOGY METHODS AND TECHNIQUES OF WATER/WASTEWATER FIELD AND LABORATORY ANALYSIS THEORETICAL PRINCIPLES AND PRACTICAL APPLICATION OF ENVIRONMENTAL MONITORING AND LABORATORY QUALITY ASSURANCE ISO 17025, ISO 14001 AND RELATED QUALITY STANDARDS PRINCIPLES AND PRACTICES OF STATISTICS (INCLUDING: DISTRIBUTION FUNCTIONS, PROBABILITIES, SAMPLING DESIGN, DESCRIPTIVE STATISTICS, AND REGRESSION ANALYSIS) OPERATIONAL CHARACTERISTICS OF MANAGEMENT INFORMATION SYSTEMS OPERATIONAL CHARACTERISTICS OF DOCUMENT MANAGEMENT SYSTEMS OPERATIONS OF WATER/WASTEWATER TREATMENT PLANTS, WATER STORAGE AND DISTRIBUTION AND WASTEWATER COLLECTION SYSTEMS PRINCIPLES AND PRACTICES OF FIELD OPERATIONS, LABORATORY AND CHEMICAL SAFETY PRINCIPLES AND PRACTICES OF PROGRAM DEVELOPMENT AND ADMINISTRATION PRINCIPLES AND PRACTICES OF GOVERNMENTAL BUDGET PREPARATION AND ADMINISTRATION PRINCIPLES AND PRACTICES OF ADULT INSTRUCTION

PERTINENT FEDERAL, STATE AND LOCAL LAWS, CODES AND REGULATIONS
WATER AUTHORITY PERSONNEL RULES AND REGULATIONS

PREFERRED SKILL/ABILITY

PLAN, ORGANIZE, DIRECT, COORDINATE, AND ASSESS THE WORK OF STAFF
TRAIN AND EVALUATE ENVIRONMENTAL PROGRAM AND LABORATORY STAFF
PERFORM COMPLEX WATER QUALITY LABORATORY AND QUALITY ASSURANCE ACTIVITIES
COORDINATE ESTABLISHMENT AND MAINTENANCE OF AUTOMATED AND MANUAL DATA
SYSTEMS FOR FIELD LABORATORY AND CLIENT PROGRAMS REVIEW VARIOUS
LABORATORY AND ENVIRONMENTAL PROGRAM DATA AND DETERMINE VALIDITY ANALYZE
AND ASSESS PROGRAMS, POLICIES AND OPERATIONAL NEEDS AND MAKE APPROPRIATE
ADJUSTMENTS IDENTIFY AND RESPOND TO SENSITIVE COMMUNITY AND
ORGANIZATIONAL ISSUES, CONCERNS AND NEEDS DEVELOP AND ADMINISTER DIVISION
GOALS, OBJECTIVES AND PROCEDURES MANAGE CONTRACTUAL AGREEMENTS WITH
OUTSIDE AGENCIES
PREPARE CLEAR AND CONCISE ADMINISTRATIVE AND FINANCIAL
REPORTS RESEARCH, ANALYZE AND TROUBLESHOOT MONITORING, ANALYTICAL AND
INSTRUMENTATION PROBLEMS, IDENTIFY ALTERNATIVE SOLUTIONS, PROJECT
CONSEQUENCES OF PROPOSED ACTIONS AND IMPLEMENT CORRECTIVE ACTIONS
INTERPRET AND APPLY FEDERAL, STATE AND LOCAL POLICIES, LAWS AND
REGULATIONS COMMUNICATE CLEARLY AND CONCISELY, BOTH ORALLY AND IN WRITING

OPERATE OFFICE EQUIPMENT AND EFFECTIVELY USE LABORATORY INFORMATION
MANAGEMENT SYSTEM (LIMS) AND MICROSOFT APPLICATIONS (WORD, EXCEL, VISIO)
ESTABLISH AND MAINTAIN EFFECTIVE WORKING RELATIONSHIPS WITH THOSE
CONTACTED IN THE COURSE OF WORK

WORKING CONDITIONS

OFFICE ENVIRONMENT; EXPOSURE TO COMPUTER SCREENS.
LABORATORY ENVIRONMENT; OCCASIONAL EXPOSURE TO CHEMICALS, MICROBIOLOGICAL
AGENTS, OR FUMES.

PHYSICAL REQUIREMENTS

MAINTAIN PHYSICAL CONDITION APPROPRIATE TO THE PERFORMANCE OF ASSIGNED
DUTIES AND RESPONSIBILITIES SUCH AS: SITTING, WALKING OR STANDING FOR
PROLONGED PERIODS OF TIME; MODERATE OR LIGHT LIFTING.
MAINTAIN EFFECTIVE AUDIO-VISUAL DISCRIMINATION AND PERCEPTION NEEDED FOR
MAKING OBSERVATIONS, COMMUNICATING WITH OTHERS, READING, WRITING AND
OPERATING ASSIGNED EQUIPMENT.