

**SILICON VALLEY CLEAN WATER**  
**Job Description**  
**October 2024**

**JOB TITLE: Laboratory Technical and Quality Assurance Officer**

**FLSA: Exempt**

*Every employee shall serve at the will and pleasure of Silicon Valley Clean Water (SVCW). No employee has, or may acquire, a property interest, nor any other kind of interest in, or right to, continuing employment with SVCW.*

**SUMMARY**

Under general direction of the Laboratory Director, develops, directs, and coordinates the laboratory Quality Assurance (QA) Program; reviews laboratory practices and procedures for regulatory compliance and process control; coordinates laboratory activities to maintain laboratory accreditation with the state of California; and develops, directs, and coordinates other projects as related to quality control; may act for the Laboratory Director on a relief basis. Trains staff in quality assurance/quality control. In addition to the above, the Laboratory Technical and Quality Officer is further distinguished from the Laboratory Analyst series by not being assigned routine sample collection and laboratory analyses duties.

**ESSENTIAL DUTIES AND RESPONSIBILITIES**

*Disclaimer – This list is meant to be representative, not exhaustive. Some incumbents may not perform all the duties listed while in other cases related duties may also be assigned. Reasonable accommodations may be made to enable individuals with disabilities to perform essential functions.*

- Leads and manages the Quality Assurance (QA) and Quality Control (QC) program in SVCW Laboratory, ensuring consistent implementation and compliance with the quality management system. Collaborates with the lab director to establish, coordinate, and monitor QA initiatives, while planning and scheduling related activities.
- Serve as a subject matter expert for troubleshooting instruments, methods, and various technical issues in the laboratory.
- Maintains the SVCW Laboratory accreditation with the California Environmental Laboratory Accreditation Program (ELAP).
- Arranges and conducts internal audits.
- Coordinates, reviews, and summarizes the routine internal proficiency testing.
- Coordinates and oversees external audits.
- Conducts periodic data reviews to identify statistical outliers, trends and detect data entry errors.
- Monitors laboratory performance data and recommends improvements to quality control processes.
- Maintains a system for corrective and preventative actions, document control, and staff training records.
- Organizes and oversees Quality Management System staff training, including Initial and Ongoing Demonstrations of Capability, Ethics and Integrity training and updates to policies and procedures.
- Trains staff in QA/QC.
- Manage and maintain QA/QC within the Laboratory Information Management System (LIMS), including monitoring QC data, setting QC limits, generating reports, and developing QA/QC procedures.
- Conducts annual reviews and updates of the quality manual.

- Reviews and writes laboratory, technical method, LIMS, and administrative Standard Operating Procedures.
- Prepares detailed laboratory reports and project summaries to the Laboratory and for other departments.
- Participates in establishing QA and QC for other departments.
- Investigates and develops new methods as needed with guidance from the Lab Director.
- Reviews and ensures the timely completion of monthly, quarterly, semi-annual, annual, and other reports to comply with NPDES Permit and other regulatory requirements.
- Leads periodic Quality Assurance meetings with laboratory staff.
- Performs duties of Laboratory Analysts as needed.
- Performs a variety of other duties as assigned.

## **MINIMUM QUALIFICATIONS**

*The requirements listed below are representative of the knowledge, skills and abilities required to satisfactorily perform the essential duties and responsibilities.*

### **Knowledge of:**

- Silicon Valley Clean Water policies and procedures.
- Applicable local, state, and federal rules and regulations related to water and wastewater laboratory analysis.
- Current version of the TNI Standard (The NELAC Institute) used by California ELAP.
- SVCW Laboratory Quality Manual.
- Data traceability.
- LIMS interfacing with instruments and other programs.
- Chemical Hygiene Plan.
- Chemistry, microbiology, statistics, and toxicology.
- Wastewater laboratory instruments, equipment, and software.
- Office equipment such as computer, printer, photocopier, and barcode scanner.
- Word processing, spreadsheet, and other related software applications.
- SVCW purchasing procedures.

### **Ability to:**

- Perform as lead person on QA and QC projects.
- Effectively communicate with internal laboratory staff, regulators, auditors, proficiency testing providers, commercial and wastewater laboratories, and other division staff at SVCW.
- Apply tools to identify trends in physical, chemical, and bacteriological data.
- Perform root cause analysis.
- Interpret and apply TNI and ELAP regulations, permits, and other regulations to the laboratory.
- Prepare clear and comprehensive reports.
- Plan, organize, and prioritize responsibilities to facilitate timely and accurate project completion.
- Maintain and categorize records in LIMS.
- Troubleshoot LIMS issues.
- Train personnel.
- Work with accuracy and attention to detail.
- Make presentations to other divisions, member agencies, and organizations.
- Perform laboratory procedures and methods.
- Communicate effectively verbally and in writing.

## **Interpersonal Effectiveness**

Effectively work in a collaborative organization focused on continuous improvement; establish and maintain a positive customer service attitude and effective working relationships with internal and external customers; demonstrate strong two-way communication skills, including the ability to listen, explain and facilitate; ability to ask for input; offer help without being asked; accept suggestions; work with others to solve problems; and provide recognition and encouragement; ability to address co-workers needs; identifying issues and concerns, exploring solutions and implementing improvements.

## **EDUCATION and/or EXPERIENCE**

*Any combination of education and experience that demonstrates possession of the requisite knowledge, skills and abilities. A typical way to obtain these would be:*

Bachelor's degree in chemistry, bacteriology, or a related field.

Five (5) years' experience in a water or wastewater laboratory.

One (1) year of experience working in a TNI laboratory or developing a TNI laboratory program.

## **CERTIFICATION AND LICENSING**

Current possession of CWEA Laboratory Analyst Grade II certification.

Must obtain CWEA Laboratory Analyst Grade III certification within one (1) year from date of hire.

Valid California Class C Driver's License and an acceptable driving record as defined by SVCW's Driving Eligibility Standards.

## **PHYSICAL DEMANDS**

*The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.*

While performing the duties of this job, the employee is regularly required to sit, walk, and stand. The employee frequently is required to use hands and fingers to handle or feel; reach with hands and arms; and talk and hear. The employee must occasionally lift and/or move up to 20 pounds. Specific vision abilities required by this job include close vision, and ability to adjust focus and to discriminate small color changes.

## **WORK ENVIRONMENT**

*The work environment characteristics described here are representative of those an employee encounters while performing the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.*

While performing the duties of this job, the employee regularly works in indoor conditions and regularly works near video display. The employee will occasionally be required to work in outdoor and industrial-type environments and amongst active construction sites. The employee is exposed to chemicals, fumes, and odors; occasionally works at heights, and works with and around machinery having moving parts. The employee occasionally works evenings or on weekends. The noise level in the work environment is usually minimal and on occasion moderate to high. Safety is priority while performing all SVCW work tasks.

*Disclaimer – Class descriptions are written as a representative list of the ADA essential duties performed by the entire job classification. They cannot include, and not intended to include, every possible activity and task performed by every specific employee.*