



Quality Assurance/Quality Control Officer

Class Code:
460

DEFINITION

Under direction from the Support Services Manager, this position plays a key role in maintaining the District's State environmental laboratory accreditation. The incumbent develops, directs and coordinates a comprehensive quality assurance/quality control (QA/QC) program for staff involved in the collection and analysis of water samples; develops and coordinates special programs and projects related to quality control with a variety of District supervisors and local, state, and federal agencies; reviews and implements laboratory practices and procedures that conform to District and regulatory quality assurance and safety standards for environmental laboratories; prepares a variety of routine reports and develops and maintains a program standards manual and computer based programs for quality control, statistical analysis, report generation, and related activities; and performs related work as required.

DISTINGUISHING CHARACTERISTICS

The Quality Assurance/Quality Control Officer is a fully-experienced, single-position classification. Under general direction within a framework of broad policies and procedures, the incumbent has specific responsibility for the development, direction and coordination of a comprehensive QA/QC program for use in the Headquarters Laboratory, satellite laboratories, and the field to ensure high quality analytical results. Assignments are given in broad terms and subject to review primarily upon completion. There is considerable latitude for independent judgment and action.

The Quality Assurance/Quality Control Officer is distinguished from the Support Services Manager in that the latter is a division manager to whom this classification reports and who has full responsibility for the planning, direction and management of division personnel and operations.

TYPICAL DUTIES

TYPICAL EXAMPLES OF DUTIES MAY INCLUDE BUT ARE NOT LIMITED TO THE FOLLOWING:

- Establishes, coordinates, and monitors the laboratory QA program; works closely with section supervisors to plan, schedule, and implement QA related activities; and ensures that Laboratory Services meets all requirements for accreditation by the California Department of Public Health Environmental Laboratory Accreditation Program (CDPH ELAP).
- Plans, develops, and implements QA programs for field staff, and District laboratory personnel.
- Through affected supervisors and with the support of the District's Safety and Health Officer, directs, monitors, and evaluates safety practices and procedures with respect to laboratory and field analytical work.

Quality Assurance/Quality Control Officer

- Prepares routine and special reports to staff, District management, and regulatory agencies as required; prepares reports of analytical results for state and federal regulators for compliance evaluation performance testing.
- Reviews and approves laboratory reports (internal and commercial) for quality assurance, accuracy, completeness and reasonableness of data.
- Confers with representatives of various District work units and other agencies on quality assurance and safety issues especially sampling or analytical problems and use of laboratory chemicals, equipment and supplies.
- Coordinates or develops standard operating procedures for laboratory, operations and field staff; prepares and/or maintains computer programs for the compilation and statistical analysis of QA data; oversees writing and maintenance of the Laboratory QA/QC manual and analytical standard operating procedures (SOP's) used by the laboratories and other divisions.
- Develops, presents and documents training programs for laboratory, operations and field staff on quality assurance, analyses, and safety; develops training protocols, competency standards, and documentation requirements.
- Coordinates or performs quality assurance system audits of laboratory performance (internal and commercial) using samples provided by regulatory or commercial agencies; prepares or reviews preparation of calibration standards and quality assurance check samples for internal laboratory use.
- Monitors and maintains the laboratory QA database; develops, maintains, and reviews QC charts; prepares or reviews the preparation of control limits, detection limits, and action levels for laboratory analyses.
- Evaluates new analytical methods and instrumentation for use by District staff; provides technical expertise on statistical evaluation, experimental design and troubleshooting assistance.
- Makes recommendations for outsourcing of laboratory analyses, routine solution preparation and the purchase of prepared reagents and laboratory instrumentation.
- Confers with other District employees, representatives of governmental and industrial organizations, and others on matters related to laboratory quality assurance.
- May prepare research papers for presentation at technical conferences or for publication.
- Performs other related work as required.

REQUIREMENTS

Any combination of education and experience that would likely provide the required knowledge, skills, and abilities is qualifying. A typical way to obtain the knowledge, skills, and abilities would be the equivalent of:

Education and Experience: Completion of four years of college, resulting in graduation or its equivalent, with major course work in chemistry, microbiology, or a closely related field, and three years of professional laboratory experience, of which two years involved environmental analysis with an emphasis on laboratory QA/QC program management.

Knowledge, Skills and Abilities:

Knowledge of: chemical characteristics of and standard methods for the analysis of environmental samples, particularly water and wastewater; principles and practice of laboratory quality assurance and quality control; laboratory safety practices and procedures; computer based laboratory information management systems (LIMS); sampling techniques and methods of statistical analysis; status of state and federal regulations related to laboratory quality assurance and safety practice; data management processing techniques.

Skill and Ability to: develop and implement a coordinated applied program for laboratory quality assurance; work with a variety of supervisors to plan, schedule, organize and coordinate quality assurance programs; perform standard QA/QC evaluation procedures; evaluate data using statistical methods for analysis; interpret results of data analysis and make appropriate recommendations to management; develop and present a variety of training programs and to prepare program manuals and other documentation; prepare clear and concise reports; communicate effectively both orally and in writing to technical and non-technical persons; establish and maintain effective working relationships with those contacted in the course of the work; and perform the essential functions of the job without causing harm to self or others

Additional Requirements:

- Must possess a valid California driver's license and have a satisfactory driving record.

Working Conditions/Physical Requirements:

The essential functions of this classification are primarily performed in an office environment, and periodically in a laboratory environment with periodic exposure to chemicals, solvents and other environmental substances, and require the ability to: sit for extended periods of time in front of a computer screen, use a telephone and computer keyboard on a daily basis, use finger dexterity and hand strength to perform fine manipulation and simple grasping; speak to verbally exchange ideas and information; hear to receive verbal detailed information, intermittently twist to reach equipment or supplies surrounding desk.

Revised: 04/15

Approved: 
Human Resources/Risk Manager

