



Quality Assurance/Quality Control Officer

DEFINITION

Under direction from the Director of Operations and Maintenance, performs a key role in maintaining the District's State environmental laboratory accreditation; 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 federal, state, and local 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 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 upon completion by the Director of Operations and Maintenance. There is considerable latitude for independent judgment and action.

The Quality Assurance/Quality Control Officer is distinguished from the Director of Operations and Maintenance in that the latter is a department head with overall responsibility for directing District-wide services.

TYPICAL DUTIES

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

- Establishes, coordinates, and monitors the laboratory quality system; works closely with section supervisors to plan, schedule, and implement Quality Assurance (QA) related activities; ensures that Laboratory Services meets all requirements for accreditation by the California State Water Resources Control Board (SWRCB)
- Plans, develops, and implements QA programs for District laboratory personnel and field staff.
- 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.
- Prepares routine and special reports to staff, District management, and regulatory agencies as required.

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- Reviews and approves laboratory reports (internal 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 quality control data.
- Oversees writing and maintenance of the laboratory quality system manual and analytical standard operating procedures (SOP's) used by the laboratories and Water Production.
- 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 laboratory performance testing using samples provided by commercial agencies.
- Prepares or reviews the calculation of control limits, detection limits, and reporting limits 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 in-house testing or outsourcing of laboratory analyses routine solution preparation or purchase of prepared reagents, and purchase of laboratory instrumentation.
- Confers with other District employees, representatives of governmental and industrial organizations, and others on matters related to laboratory quality assurance.
- Prepares, reviews, and updates the Laboratory Chemical Hygiene Plan.
- Performs or directs internal audits of test methods to identify biases and areas for improvement.
- 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:

Possession of a Baccalaureate degree from an accredited college or university with a major in chemistry, microbiology, toxicology and statistics, or a related field; and three (3) years of full-time professional laboratory experience, which includes two (2) years experience in 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; methods of statistical analysis; federal and state regulations related to laboratory quality assurance and safety practice; data management processing techniques; modern office practices, methods, and computer equipment and applications related to the work, including word processing, database, and spreadsheet software.

Skill and Ability to: develop, implement, and maintain 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 federal, state, and local laboratory regulations and standards and apply to District laboratory operations; interpret results of data analysis and make appropriate recommendations to management; develop and present a variety of training programs and prepare program manuals and other documentation; prepare clear and concise reports; perform the essential functions of the job without causing harm to self or others; operate modern office equipment including computer equipment and specialized software applications programs; communicate clearly and concisely, both orally and in writing; establish, maintain, and foster positive and effective working relationships with those contacted in the course of work.

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.

The essential functions of this classification require frequent driving to perform essential job duties which may include attending meetings or doing business at various off-site locations. Alternative forms of transportation are not suitable due to security concerns, logistical challenges, and time constraints.

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Approved: *Amy M. Reeve*
Human Resources/Risk Manager