

PUBLIC HEALTH LABORATORY OPERATIONS MANAGER

Recruitment #1701-4779-001

List Type	Original
Requesting Department	HEALTH DEPARTMENT
Open Date	2/13/2017 2:00:00 PM
Filing Deadline	3/17/2017 11:59:00 PM
HR Analyst	Marti Cargile

INTRODUCTION

Located on the western shore of Lake Michigan, Milwaukee is an urban hub bursting with energy. Milwaukee provides a casual sophistication – big city appeal without the big city hassles. We are accessible and affordable, and our residents are welcoming. Milwaukee has evolved through the years, bringing together its unsurpassed old world charm with a breathtaking Art Museum, top-flight arts and cultural attractions, professional sports, lakefront festivals, recreational opportunities, and great restaurants.

The Milwaukee Health Department is a leader in assuring that Milwaukee is the healthiest city in the nation.

PURPOSE

If you are an experienced laboratory manager for whom the best role offers equal parts administrative, quality assurance, and outreach functions and provides endless variety, perhaps this is the ideal fit for you.

Under the direction of the Laboratory Director, the Laboratory Operations Manager is responsible for managing operational and business functions, quality assurance, and outreach for the Milwaukee Health Department (MHD) laboratory.

ESSENTIAL FUNCTIONS

Business Operations

- Coordinate and monitor laboratory activities associated with preparation and monitoring of budget and grants, billing and payment functions.
- Procure laboratory supplies and equipment; manage contracts and inventory.
- Maintain documentation and coordinate financial management and grant progress reports.
- Oversee maintenance contracts and key laboratory infrastructure and equipment supports with lab management, staff, and vendor contractors to assure acquisition pursuant to regulatory guidelines.
- Assist Laboratory Information System (LIS) Administrator in assuring that ongoing and changing demands of the LIS are met.

Quality Assurance

- Ensure proper maintenance of all policies, procedures, and quality laboratory practices.

Public Health Laboratory Operations Manager

- Work with laboratory section supervisors and management to implement and maintain an effective, ongoing Quality Assurance program to measure, assess, and improve the quality of laboratory services; monitor and evaluate activities; and identify risk areas.
- Work with staff to document regulatory compliance.
- Work with Lab Safety Officer to provide guidance and direction to ensure that overall safety and security standards are followed and amended as necessary in response to federal and state regulations, audits, or other directives.
- Be familiar with federal regulatory guidance.
- Maintain documentation, and assist with implementation of staff education, including quality assurance, safety, security, and follow-up of incident reports/corrective action reports.
- Ensure documentation and quality assessment of laboratory support functions.
- Ensure specimen shipping/transportation meets regulatory guidelines and address customer needs.
- Assist in efficient accessioning, data entry, and reporting of lab data.

Public Relations/Outreach

- Manage customer service issues such as annual review and update of laboratory user manual, laboratory website, and address customers' requirements.
- Promote the Laboratory System concepts through site-visits, seminar, social media, and other means.
- Maintain a laboratory messaging system to communicate with Laboratory System partners in a timely manner.
- Work with lab management in developing and promoting student internship opportunities.
- Seek funding support for the Laboratory Systems improvement activities, with both external agencies and within the health department.
- Assist lab management to coordinate activities across the MHD program areas such as the epidemiology, emergency response, and other relevant programs as necessary.

Reasonable accommodations requested by qualified individuals with disabilities will be made in accordance with the Americans with Disabilities Act (ADA) of 1990, as amended by the Americans with Disabilities Act Amendments Act (ADAAA) of 2008.

CONDITIONS OF EMPLOYMENT

The Laboratory Operations Manager must be willing and able to do the following:

- Carry a mobile device during business hours.
- Work outside standard business hours to respond to public health and security emergencies.
- Occasionally lift and move objects weighing up to 10 lbs.

Public Health Laboratory Operations Manager

- Wear a particulate respirator (N95 or higher), have a respirator fit test annually, and have a TB skin test annually.
- Participate in the Federal Select Agent Program (Public Health Security and Bioterrorism Preparedness and Response Act of 2002).
- Obtain FBI background clearance.

MINIMUM REQUIREMENTS

1. Bachelor's degree in a biological, chemical, or physical laboratory science related field, such as medical or clinical laboratory science, medical technology, chemistry, microbiology, biochemistry, molecular biology, or immunology.
2. Two years of progressively responsible recent general laboratory managerial/supervisory experience in a certified clinical, public health or environmental laboratory with knowledge and understanding of regulatory guidelines (e.g., CLIA, CAP, EPA, and ISO standards).
3. Eligibility for certification by a national or state recognized certifying agency such as the American Society for Clinical Pathology (ASCP) within one year of hire.
4. Valid Wisconsin Driver's License at the time of appointment and throughout employment.

Equivalent combinations of education and experience may also be considered.

IMPORTANT NOTE: *College transcripts are required and must be received by the application period closing date. Transcripts should be attached to your online application. Applications without transcripts attached will be considered incomplete and will be rejected. Student/unofficial copies are acceptable; however, your transcript must be legible and include your college/university name, your name, the degree completed (if applicable) and the date completed.*

DESIRABLE QUALIFICATIONS

- Master's degree in a related field (see minimum requirements, above) from an accredited college or university.
- Business and LEAN and/or Six Sigma training.
- Quality improvement expertise.

KNOWLEDGES, SKILLS, ABILITIES & OTHER CHARACTERISTICS

- Knowledge of the principles and practices of laboratory operations, including federal, state, and local regulations as well as safety and security.
- Knowledge of laboratory quality assurance and the ability to master and implement LEAN/Six Sigma principles.
- Knowledge of mathematics and the ability to accurately make calculations in order to prepare and monitor budgets and grants as well as handle laboratory billing and payment functions.

Public Health Laboratory Operations Manager

- Knowledge of procurement, inventory control, and contract management in a laboratory setting.
- Ability to read, analyze, and interpret work-related documents, such as business, scientific and technical periodicals, financial reports, and legal documents.
- Oral communication skills in order to present training to and field questions from managers, clients, academic and business partners, and the public.
- Written communication skills, including the ability to prepare correspondence, reports, and procedures.
- Interpersonal skills, customer focus, and the ability to build and maintain good working relationships with a multicultural and multidisciplinary team, City managers and elected officials, fellow staff, community partners, and the public.
- Ability to provide leadership and direction to laboratory staff pertaining to administrative, quality assurance, and public relations functions.
- Critical thinking skills, including analytical and problem-solving skills as well as decision-making skills and sound judgment.
- Planning and organizational skills to be able to handle multiple assignments simultaneously, adjust to changing priorities, and complete assignments in a timely manner.
- Expertise using an LIS (Laboratory Information System).
- Proficiency using word processing, spreadsheet, presentation, and database software as well as the Internet.
- Professionalism, honesty, and integrity, as well as the ability to maintain confidentiality.
- Commitment to professional development and staying apprised of best practices in laboratory operations.
- Commitment to the promotion of health and the prevention of disease.

CURRENT SALARY

The current salary range (Pay Range 1EX) for City of Milwaukee residents is \$58,462-\$81,844 annually, and the non-resident salary range is \$57,028-\$79,836. *Appointment above the minimum is possible, based upon qualifications and experience, and is subject to approval.*

BENEFITS: The City of Milwaukee provides a comprehensive benefit program that includes the following:

Defined Benefit Pension Plan • 457 Deferred Compensation Plan • Health and Dental Insurance
Comprehensive Wellness Program • Onsite Clinic Services • Onsite Employee Assistance Program
Alternative Work Schedules • Long Term Disability Insurance • Group Life Insurance • Tuition Benefits
Paid Vacation • 11 Paid Holidays • Paid Sick Leave and other paid leaves • Flexible Spending
Arrangement
Commuter Value Pass

For full details of the benefits offered by the City of Milwaukee, please visit
www.milwaukee.gov/Benefits2017.

SELECTION PROCESS

THE SELECTION PROCESS will be job related and will consist of one or more of the following: education and experience evaluation; written, oral, or performance tests, or other assessment methods. The Department of Employee Relations reserves the right to call only the most qualified candidates to oral and performance examinations. Oral examinations may include written exercises. Selection process component weights will be determined by further analysis of the job.

INITIAL FILING DATE: The examination will be held as soon as practical after **Friday, March 10, 2017** *(Currently extended through Friday, March 17, 2017)*. Receipt of applications may be discontinued at any time after this date without prior notice. However, recruitment may continue until the needs of the City have been met. Qualified applicants will be notified of the date, time, and place of the examination. Unless otherwise required by law, the City of Milwaukee will not provide alternative test administration. The applicant is responsible for attending all phases of the job selection process at the time and place designated by the City of Milwaukee.