

# WATER QUALITY OPERATIONS MANAGER

**Recruitment #2003-4839-001**

<b>List Type</b>	Transfer/Promotional
<b>Requesting Department</b>	DPW-WATER-WATER QUALITY
<b>Open Date</b>	3/26/2020 2:45:00 PM
<b>Filing Deadline</b>	4/9/2020 11:59:00 PM
<b>HR Analyst</b>	Jeff Harvey

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## INTRODUCTION

**THIS POSITION IS FOR CURRENT CITY OF MILWAUKEE – WATER WORKS EMPLOYEES ONLY.**

Transfer/Promotional Opportunities and Promotional Examinations are not open to Milwaukee Public Schools employees or to the public. Only current non-probationary City of Milwaukee employees and civilian personnel in MFD and MPD hired through a City Service Commission process will be considered. Individuals with exempt, provisional, temporary or emergency appointments are not eligible for transfer.

## PURPOSE

The Water Quality Operations Manager provides operational oversight to the Water Quality Section laboratories to ensure strict compliance with local, state and federal regulations in all quality assurance, testing and monitoring activities.

## ESSENTIAL FUNCTIONS

### Employee Supervision

- Manage rotating schedules and leaves to ensure adequate staffing of the two Water Quality laboratories. Monitor job assignments and ensure deadlines are being met with accuracy and in compliance with state and federal regulations.
- Conduct staff orientation and on-going training programs.

### Quality Assurance

- Conduct and document training for Water Quality and Plants section employees in regard to the online instrumentation program and laboratory analyses.
- Maintain strict quality control of all sampling and laboratory processes and procedures to ensure continuity of laboratory certification.
- Develop and implement scientifically sound approaches to validate quality of data, including establishing concentrations and frequency of control sample testing and ensuring data generated are within acceptable ranges.
- Conduct research projects, develop new methods, devise method manuals and oversee projects that perform specialized water quality analyses on raw, treatment plant, and distribution system samples for plant optimization.
- Document water quality to comply with local, state and federal standards and regulations.
- Ensure laboratory adheres to strict quality control programs to provide scientifically defensible data.
- Maintain accurate and complete records of tests; summarize and interpret results.

- Meet quality criteria by scheduling and passing performance tests of known and unknown samples.
- Complete raw, plant effluent and distribution water quality annual reports, including compiling and organizing data needed to be included in the annual Consumer Confidence Reports.

#### Laboratory Administration

- Ensure Safety Data Sheets are filed and Globally Harmonized System (GHS) codes are affixed to new materials.
- Order materials and supplies as needed.
- Ensure all Water Quality section staff maintain required certifications.
- Research and develop new methods to improve operational efficiency.
- Plan and coordinate projects involving analytical chemistry and instrumentation.
- Conduct annual proficiency testing for all Plant Operators to document competency in performing routine laboratory analyses.
- Conduct and facilitate continuing educational opportunities for Water Quality and Plant staff.

*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

- Water plant employees are considered “essential” and must report to work no matter the weather conditions or emergency event.
- Must be able to respond to emergencies both by phone and in person as needed by the utility.

### MINIMUM REQUIREMENTS

1. Regular status as a City of Milwaukee Water Works employee, having successfully completed a probationary period for a civil service position.
2. Bachelor's Degree in Chemistry, Microbiology, Environmental Engineering or related field from an accredited college or university.
3. Five years of laboratory experience in a clinical, environmental, public health or private sector setting.
4. Wisconsin Department of Natural Resources Municipal Water Supply Operator Certification (Water Surface Grade) within twelve months of appointment and throughout employment.
5. Valid driver's license at time of appointment and throughout employment. An Automobile allowance is provided.

*Equivalent combinations of education and experience may also be considered, however the Bachelor's Degree from an accredited college or university is required.*

**IMPORTANT NOTE:** To receive credit for college, transcripts are required and must be received by the application period closing date. College transcripts should be attached to your online application. Applications without transcripts attached will be considered incomplete and will be rejected. Your transcript must be legible and include the following information: the university or college name, your name, the degree completed (if applicable) and the date the degree was completed. Student copies are acceptable.

### DESIRABLE QUALIFICATIONS

- Supervisory experience

### KNOWLEDGES, SKILLS, ABILITIES & OTHER CHARACTERISTICS

- Knowledge of principles, practices and techniques of chemistry and microbiology as applied to research principles, processes and techniques.
- Knowledge of water quality control, treatment and drinking water regulations.
- Knowledge of laboratory operation, instruments, test equipment, and lab safety.
- Knowledge of management practices and principles to effectively manage direct reports.
- Interpersonal skills to effectively develop and maintain working relationships with a variety of individuals including the public, elected officials, laboratory staff, co-workers and management.
- Verbal communication skills to effectively provide clear, accurate and concise instructions to employees and to present information to various individuals and groups including within the organization, the public and elected officials.
- Written communication skills to prepare business correspondence, technical reports and procedure manuals.
- Effective listening and negotiating skills to work efficiently and effectively with contractors and others.
- Ability to direct lab and field activities, adapt scientific methods to potable water, develop new procedures and provide accurate defensible data.
- Ability to proficiently use computer programs such as Outlook, Microsoft Office Suite (primarily Access and Excel).
- Ability to work well under pressure and within deadlines.
- Ability to accomplish goals in a changing environment.
- Ability to review, analyze and prepare technical reports and studies.
- Ability to handle emergency situations in a calm and professional manner.
- Ability to collaborate for the successful completion of projects in the best interest of the utility and its customers.

## CURRENT SALARY

The current salary range (1FX) is \$62,338-\$87,270 annually, and the resident incentive salary range for City of Milwaukee residents is \$64,209-\$89,889. Appointment will be made in accordance with the City of Milwaukee Salary Ordinance.

## SELECTION PROCESS

THE SELECTION PROCESS will be job related and will consist of one or more of the following: an evaluation of related education, experience and accomplishments, written tests, interview, or other assessment methods. The Department of Employee Relations and the Milwaukee Water Works reserve the right to call only the most qualified candidates to oral or performance tests or personal interviews. Information from the selection process will be used to make a hiring decision. Selected candidates will be transferred and/or promoted to the position.

INITIAL FILING DATE - The selection process will be held as soon as practical after the application deadline listed above. 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. The applicant is responsible for attending all phases of the selection process at the time and place designated by the Department of Employee Relations and/or the hiring authority.

## ADDITIONAL INFORMATION

### APPLICATION INSTRUCTIONS

- APPLICATIONS and further information may be accessed by visiting [www.jobaps.com/MIL](http://www.jobaps.com/MIL).
- Applications and transcripts should be submitted no later than the deadline listed above. If you would like assistance completing an application, please contact the Department of Employee Relations at (414) 286-3751 or [staffinginfo@milwaukee.gov](mailto:staffinginfo@milwaukee.gov).
- The Department of Employee Relations is located in City Hall, 200 E Wells St, Room 706, Milwaukee, WI 53202.

## CONCLUSION

*The City of Milwaukee values and encourages diversity and is an equal opportunity employer.*