



Position Title: Program Manager, Quality Control

Position Status: Full-Time Regular

Department: Water Services

Employee Group: Exempt

Location: 4515 Central Boulevard, Burnaby

Our Water Services Department is seeking a Program Manager, Quality Control who will administer the Quality Control Program for drinking water in Water Services by providing oversight, ensuring its effective implementation, and modifying as required.

You are: specialized in laboratory science, water quality control and related areas such as water treatment to meet Water Services objectives for the Quality Control Program. In undertaking this work, strong linkages with other Metro Vancouver departments, senior member jurisdiction water quality and engineering staff, and provincial health officials are essential.

The Program Manager, Quality Control reports to the Director, Interagency Projects & Quality Control and falls within our Management/Leadership, Level 3A job family.

This role:

- Manages the Quality Control Program for drinking water and is responsible for the program's ongoing development, implementation and management. Responsible for managing water quality issues; meeting service objectives; overseeing regulatory monitoring and reporting requirements; and administration of the Water Quality Monitoring and Reporting Plan, as well as the Quality Control Emergency Response Plan in conjunction with the Water Services Emergency Management Plan. Also, responsible for the oversight of the Quality Management System for Drinking Water.
- Accountable for budget preparation, reporting and resource allocations; monitors and controls spending ensuring the effective and efficient expenditure of allocated funds. Works closely with the Director to determine overall priorities and establish work plans. Contributes to the preparation of long-range strategic and financial plans of the division and department.
- Evaluates water quality monitoring information and detects and/or anticipates water quality issues. Makes decisions regarding the appropriate response and manages issues in accordance with existing protocols. Provides leadership for events with differences of opinion and clarifies jurisdiction and responsibilities. Works with senior Metro Vancouver managers, Member Jurisdiction managers, and provincial Medical Health Officers in addressing

situations where the Region's water quality safety is in question and ensures stakeholders have all relevant information.

- Monitors regulatory and policy changes affecting Metro Vancouver's Quality Control program for drinking water. Provides advice and guidance on the impacts of changes; develops new systems and processes to ensure ongoing compliance; and ensures changes are appropriately implemented and communicated.
- Leads a range of reporting activities on drinking water quality, treatment effectiveness and related technical issues including routine daily reporting to various internal and external parties. Strategizes with staff on the preparation of reports.
- Audits program activities and ensures compliance with technical standards, safety requirements, relevant regulations, reporting requirements and corporate and department policies. Liaises and participate with staff from other Water Services divisions on project requirements and communicates regularly with water treatment and water system operations staff. Participates in the Systems Planning and Scheduling Team and related water transmission, treatment and operations activities, including the provision of after-hours water quality coverage/assistance when needed.
- Hires, supervises, directs and develops staff monitoring performance in accordance with goals and objectives. Ensures adherence to corporate policies and collective agreements. Leads, coaches, and mentors staff recognizing the importance of leadership, supervisory and technical training. Develops and sustains a flexible workforce encouraging staff to pursue opportunities that complement their skills and experience.
- Works collaboratively to resolve complex technical or interpersonal issues staff encounter while doing their work. Facilitates information sharing to transfer knowledge and experience and increase the efficiency and effectiveness of the team. Ensures effective coordination amongst laboratories and works with staff to improve collaboration and cooperation. Establishes effective working relationships with various outside agencies as well as other internal departments. Works collaboratively to deliver on strategic initiatives.
- Acts as the primary corporate expert and representative to external organizations, the media and the public on matters related to drinking water, drinking water quality control and drinking water safety. Upholds Metro Vancouver's reputation through positive and forthright dealings. Understands the organizational culture and the processes/mechanisms necessary to attain work objectives.
- Performs other related duties as required.

To be successful, you have:

- 7 years of recent related experience supplemented by a university degree in a relevant laboratory science and management training courses; or an equivalent combination of training and experience.
- Professional designation in the field of expertise is an asset.
- Considerable technical expertise related to drinking water microbiology and chemistry. Considerable knowledge of laboratory quality assurance, water quality control and water treatment processes. Demonstrated expertise and analytical abilities related to laboratory methods and systems. Demonstrated ability to introduce technical and regulatory changes to laboratory processes and systems and ensure laboratory procedures are robust and up-to-date. Have sound applicable knowledge in laboratory accreditation principles, audits and practices.
- Considerable knowledge and technical expertise related to relevant regulations, reporting requirements and scientific principles associated with the work. Knowledge of Metro Vancouver's Water Services operations, processes and objectives.
- Sound budgeting and financial management skills. Ability to monitor budgets, meet financial objectives and ensure the effective and efficient expenditure of allocated funds.

- Excellent written and oral communication skills including well developed report writing and presentation skills; ability to communicate complex technical requirements and implications to diverse audiences.
- Demonstrated ability to build and maintain effective working relationships. Skill in dealing openly, tactfully and sensitively in a variety of situations.
- Proven ability to use judgment to resolve complex problems with diverse implications and provide direction for critical and urgent matter. Ability to develop new procedures and plans to address problems and improve efficiencies considering the long-term implications of decisions and actions. Seeks to include staff in decisions that will impact them; works cooperatively to resolve differences of opinion.
- Ability to manage a complex and diverse portfolio of work while establishing ambitious and challenging goals. Demonstrates persistence in overcoming obstacles.
- Sound ability to supervise, coach and guide others while enhancing individual and team effectiveness. Ability to mentor and foster the development of direct reports and responds to changing priorities.
- Proficiency using Microsoft Office programs including Word, Excel and Outlook.
- Valid BC Class 5 Driver's Licence.

Our Vision:

Metro Vancouver embraces collaboration and innovation in providing sustainable regional services that contribute to a livable and resilient region and a healthy natural environment for current and future generations.

We are committed to diversity, equity and inclusion and being representative of the region we serve. We invite all qualified candidates to apply including Indigenous People, visible minorities, immigrants, LGBTQ2S+, all genders and persons with disabilities.

Metro Vancouver requires all new hires to be fully vaccinated against COVID-19 (subject to any exemptions and accommodations) and provide proof of vaccination upon hire. *Please follow this link <http://www.metrovancouver.org/about/careers/> to our Careers page where you can submit your application by September 29, 2022.*