

Job Description Questionnaire

The purpose of the Job Description Questionnaire (JDQ) is to provide the information necessary to evaluate jobs for salary placement, classify jobs for various legal requirements, and to compile appropriate job descriptions.

Please read this JDQ carefully before answering any of the questions and then complete it as accurately, completely, and briefly as possible. While it is not necessary to describe each duty in great detail, it is important to provide sufficient information so the job can be accurately evaluated and classified. Keep in mind that *the purpose of the JDQ is to collect information about the job and is not designed to evaluate employee performance.*

Consider the typical responsibilities of the job; even those that might only occur cyclically (e.g. annually, quarterly, etc.). The responses should be based on duties and responsibilities that are part of the job under typical conditions, not special projects or temporary assignments. Further, unless specifically directed by management, describe the job as it is today, not as you believe it should be or what it might be in the future.

SECTION 1		DEMOGRAPHIC INFORMATION	
Employee Name		Employer Name	City of Watertown
Job Title	Laboratory Manager	Work Location	800 Hoffmann Drive
Department	Public Works	Division	Wastewater
Full-Time / Part-Time	Full Time	Part-Time (Hrs per Wk)	
Supervisor Name	Peter Hartz	Supervisor Title	Water Systems Manager

SECTION 2

DESCRIPTION OF ESSENTIAL DUTIES & RESPONSIBILITIES

Identify the essential duties / responsibilities of your job, which should be the most important aspects of the job. This section is focused on WHAT is done rather than HOW it is done. Use wording that will provide as clear an understanding as possible for someone not familiar with your work. Avoid terminology or acronyms that are not widely known outside of your line of work. Please list those duties that you feel are most important at the top of the list, and list the estimated percentage of the total annual time that each item takes. (*Remember, as a rule-of-thumb, that 10% equates to roughly 200 hours of a work year.*) To the extent possible, try to identify those duties and responsibilities that account for as close to 100% of your work time as possible. While catch-all categories are acceptable (e.g. misc. duties, other duties as assigned, etc.), those sections will likely NOT be evaluated.

Frequency Codes: Daily [**D**] / Weekly [**W**] / Bi-Weekly [**B**] / Monthly [**M**] / Quarterly [**Q**] / Annually [**A**] / As Needed [**N**]

Primary Duties	Frequency	% of Annual Total Time
<u>Laboratory maintenance and Quality Assurance / Quality Control (QA/QC) program</u> <ul style="list-style-type: none"> Direct responsibility for day-to-day compliance with laboratory QA/QC program in accordance with NR 149 Maintain laboratory Quality Control Binder as well as Quality Manual per DNR requirements Laboratory maintenance, including but not limited to instrument calibrations, limit of detection and quantitation studies, bench sheet preparation, and solution prep and standardization Write and revise Standard Operating Procedures (SOP's) as needed. Maintain current inventory of lab supplies and equipment Maintain liaison with operations staff and troubleshoots problem areas as requested Provide training support for lab to wastewater team, seasonal workers and operations for coverage on weekends, holidays and vacations. 	D	45
<u>Laboratory sample setup and data analysis</u> <ul style="list-style-type: none"> Complete permit related, process checks, industrial and hauled waste sample set up and analysis for plant, DNR requirements and billing purposes Analysis and entry of all data obtained into the electronic monitoring reports Assist in plant and industrial sampling Monitor lab workflow and assign duties as necessary Supervision of the lab Provide technical and advisory support to operations, manager, assistant manager, and pre-treatment personnel (collections team) 	D	40
<u>Data and billing coordinator</u> <ul style="list-style-type: none"> Ensure completion, review, and submit all industrial data for rates and billing purposes Complete industrial and waste hauler billing and submit to Utilities Billing Clerk Maintain contact with area industries in regard to loadings, billing questions, and reporting 	W	10

<ul style="list-style-type: none"> Manage Hach Water Information Management Solution (WIMS) software program to develop statistical correlation between operational parameters and aid in troubleshooting operational problems Train all plant personnel who use Hach/WIMS initially and as changes occur Update Hach WIMS variables, reports, and spreadsheets as needed Maintain support for Hach WIMS Review and supply accurate data to the manager, assistant manager, plant operator, and pretreatment crew to assist in the preparation of regulatory and compliance reports and daily plant operations Act as back up to the manager for preparing various special reports for compliance and regulatory requirements (sludge production reports, Compliance Maintenance Annual Report (CMAR), Discharge Monitoring Report (DMR), 		
<u>Ensure Adequate Staffing and Fill In</u> <ul style="list-style-type: none"> Assist in evaluations with manager related to wastewater staff as they relate to assigned work in the lab. Maintain laboratory staffing schedule to adequately account for weekend rotation 	M	2.5
<u>Water Systems Interview Panel Representative</u> <ul style="list-style-type: none"> At the request of the manager, participate as a member of the interview panel. Discuss and evaluate candidates and provide input on finalists and new hires. 	N	2.5

SECTION 3	TOOLS AND TECHNOLOGY
Identify any software, technology, equipment or machinery utilized on a regular basis in order to perform the functions of the job:	
This position requires proficiency with the Microsoft Office suite as well as extensive knowledge of the lab's Wastewater Information Management System (WIMS). Daily analyses are conducted utilizing several key and valuable instruments. All instrumentation must be maintained according to manufacturer and Department of Natural Resources (DNR) requirements for laboratory compliance. This position oversees ensuring the maintenance schedule is followed and all instruments are in compliance.	

SECTION 4		JUDGMENTS / DECISION-MAKING	
Identify at least five of the most typical judgments/decisions that you make in performing your job as well as the solutions to these problems. Please also describe the resource, input or guidance others provide in arriving at your decision and who reviews, if anyone.			
Typical Problems/Challenges	Possible Solution(s) to Problem/Challenge	Resources Available and/or Used	Job Title of Who Reviews
Ensure laboratory compliance according to regulatory codes and DNR requirements.	This position must have a thorough knowledge of regulations. If the answer is unknown, consult regulatory codes, supervisor or the DNR.	NR 149, DNR, Manager, Lab Pretreatment Coordinator, and Assistant Manager	DNR Auditor

Ensure all analyses are complete and thorough and fill in when necessary	We must all work together as a team to ensure all testing is being completed each day. Otherwise it may lead to lab and plant deficiencies.	Plant Operator	Manager
Adjust sample sizes according to sample strength and daily plant variations	Incorrect sample sizes lead to incomplete or insufficient data for daily operations and the DMR	Plant Operator	Manager
Communicate process changes/issues to industries and operations	Daily emails are sent to the 3 main industries in town so they can monitor discharge issues. If we do not catch changes in their samples, it can lead to increased loadings and plant upsets which lead to permit violations.	Superintendent, Lab Pretreatment Coordinator, and Assistant Superintendent	Manager
Assess working conditions in relation to safety	Working in an un-safe manner can lead to accidents and injury.	Safety Committee, Lab Pretreatment Coordinator, and/or Superintendent	Manager
Assess whether additional process sampling is necessary	If additional sampling is not conducted when the facility is experiencing process changes or upsets, it is hard to correct operational problems.	Superintendent and Assistant Superintendent	Plant Operator, Manager

SECTION 5 WORKING RELATIONSHIPS / INTERACTIONS / CONTACTS		
Please identify your typical work relationships with other persons inside or outside of your own organization.		
Title of Individuals With Whom You Typically Interact	Describe the Interaction	Why Was It Necessary?
<u>Internal Contacts</u>		
Fellow Wastewater / Water coworkers	Daily conversations about workload, data review, and questions.	Assign workload to ensure all samples and testing are performed daily for assistance with duties during weekends, holidays and absence.
Lab/Pretreatment Coordinator	Daily conversations about lab and testing status as well as current sampling requirements	Make corrections and changes to lab testing and data, as necessary. Give advice and assistance with the lab QA/QC program. Assist in supervisory duties.
Plant Operators	Daily conversations about lab results, current process changes, and sampling needs.	Communicate current lab data and status so necessary plant adjustments can be made to meet permit limits.
Manager	Daily conversations about lab results, current process	Generate and analyze data. Make operational suggestions

	changes, and sampling needs.	and complete additional analyses as needed.
Sampling Technicians	Discuss current sampling needs or problems encountered. Balance work schedule	Fill in during absence and assist in confined space entry
Summer help	Train/direct daily workload	Train and instruct if needed as to proper lab protocols
Safety Committee Members	Discuss current safety needs	Work together to improve the overall safety of the City's working conditions
Utility Billing Clerk	Discuss billing and data used for billing purposes	Provide billing information and support for billing and reporting
<u>External Contacts</u>		
DNR	Phone and email contact for compliance clarification as well as audits every three years.	Consult with questions regarding lab practices and permit requirements
Environmental research groups	Provide assistance and act as laboratory liaison and field questions	Provide testing, data and analysis of samples for lakes and river groups and the DNR
Commercial Labs	Phone and email contact to inquire about lab needs and services	Schedule lab analyses and consult for guidance on instrumentation and testing
City Industries/Customers	Provide assistance and act as laboratory liaison and field questions	Act as a contact for questions and concerns over laboratory testing and sampling
Engineering Consultants	Provide assistance and act as laboratory liaison and field questions	Provide data and analysis of plant operation
Hach WIMS, and other software/instrumentations technicians	Phone contact to troubleshoot software	Update software, install new user clients, and troubleshoot as problems arise

SECTION 6				SUPERVISION / MANAGEMENT
Please indicate the type of responsibility you have as it pertains to leading others.				
Area of Action / Responsibility		Yes	No	Provides Input
Screen / Interview Applicants		X		
Hire / Promote Employees				X
Provide Written/Verbal Warnings				X
Suspend Employees			X	
Terminate Employees			X	

Prepare Work Schedules For Others	X		
Project Management	X		
Provide Work Direction For Others	X		
Evaluate Performance Of Others			X
Counsel Employees			X
Train Employees (As Part Of The Normal Duties Of The Job)	X		
Approve Overtime		X	
Approve Time Off Request For Others		X	
Develop / Implement Policies	X		
Do you <u>directly</u> supervise any employees? <i>If yes, please list the number of FTEs and job titles of those employees below:</i>			X
Job Title	# of FTEs		
Constantly is providing updated input related for the other members of the wastewater team that are scheduled for weekends and holidays. They are briefed, trained, and provided work responsibilities by this position for all weekends, holidays, and other known and unknown time off by the laboratory manager.	7		

SECTION 7		WORK ENVIRONMENT / PHYSICAL REQUIREMENTS			
Please indicate the amount of time typically spent in the following categories.					
Physical Requirements	[Place an "X" in the appropriate cells]				
	N/A	Rarely	Occasionally	Frequently	
Carrying/Lifting 10 - 40 Pounds				X	
Carrying/Lifting > 40 Pounds			X		
Sitting			X		
Standing / Walking / Climbing				X	
Squatting/Crouching/Kneeling/Bending		X			
Pushing / Pulling / Reaching Above Shoulder			X		

Work Environment	N/A	Rarely	Occasionally	Frequently
Indoor/Office Work Environment				X
Noise >85dB (e.g. mower, heavy traffic, milling machine, etc.)		X		
Extreme Hot/Cold Temperatures (>90 degrees / <40 degrees)			X	
Outdoor Weather Conditions			X	
Hazardous Fumes or Odors / Toxic Chemicals				X
Confined Spaces (as identified by OSHA)			X	
Close Proximity to Moving Machinery / Equipment		X		
Bodily Fluids / Communicable Diseases				X
Working Alongside Moving Traffic on Roads			X	
Electrical Hazards		X		

SECTION 8	ADDITIONAL EMPLOYEE COMMENTS
Please identify any other information that would help someone else understand your job more clearly:	
<p>The purpose of this position is to provide quantitative and qualitative laboratory analysis of the Watertown Wastewater Facility waste streams, industries, and waste haulers. To ensure all requirements and permit limits established by the Department of Natural Resources and Environmental Protection Agency are being met and industries and waste haulers are billed appropriately according to discharges. Work closely with operations and management to coordinate special projects to benefit the facility and wastewater division. There is a significant amount of work to track and maintain daily and the work performed by the lab has the potential to impact thousands of dollars in surcharges and is used for regulatory compliance. It is necessary to maintain constant focus and be able to manage and juggle many tasks at once. While there is always the chance for mistakes, it is pertinent to know when they happen and how to correct them. The position requires annual blind proficiency testing to maintain DNR certification accreditation as well as continued education related to the wastewater industry. Standards and practices for lab work and wastewater are continuously evolving and require frequent updating of knowledge and skills.</p>	

TO BE COMPLETED BY THE EMPLOYEE'S SUPERVISOR

SECTION 9		SUPERVISOR INFORMATION	
Supervisor Name	Peter Hartz	Supervisor Title	Water Systems Manager

SECTION 10		EDUCATION <u>REQUIRED</u> FOR HIRE		
Level of Education (Select one with an "X")	Field(s) of Study			
<input type="checkbox"/> Less than High School Education	n/a			
<input type="checkbox"/> High School Education (or Equivalent)				
<input type="checkbox"/> One Year Certificate (or Equivalent)				
<input type="checkbox"/> Associate's Degree (or Equivalent)				
<input checked="" type="checkbox"/> Bachelor's Degree	Chemistry, Biology, or related science			
<input type="checkbox"/> Master's Degree				
<input type="checkbox"/> Professional Degree (Law, Medicine, etc.)				
<input type="checkbox"/> PhD w/ Dissertation				
<input type="checkbox"/> Other:				
Provide Any Additional Information Regarding the Required Education (e.g. preferred vs. required, specific coursework, etc.):				
Formal preparation (or equivalent) required to qualify for the position. Required: Graduation from a four-year college program in chemistry or related science. Relevant experience required to qualify for the position. Required: 2-5 years of chemical lab experience and wastewater experience.				

SECTION 11		TOTAL EXPERIENCE REQUIRED UPON HIRE					
[Place an "X" in the appropriate cells]							
No Experience	< 2 yr.	2 to 3 yrs.	4 to 5 yrs.	6 to 7 yrs.	8 to 9 yrs.	10 to 11 yrs.	≥ 12 yrs.
			X				
Describe Specific Experience Required for Hiring (e.g. 5 total years of customer service experience 2 of which were in a supervisory capacity):							
This position requires a thorough understanding of daily lab practices as well as regulatory requirements. There must be at minimum 4-5 years of hands-on progressive wastewater and laboratory experience.							

SECTION 12		CERTIFICATION / LICENSURE / TRAINING TO PERFORM JOB	
List Required Certification/Licensure/Training	How Attained/Provided	Required Upon Hire?	May Obtain After Hire?
DNR Operator Certification: Laboratory	Written exam, experience, and education	Preferred	Yes
CPR, First Aid, AED	Professional certification provided by a valid organization	Preferred	Yes
Proficiency with computers and Microsoft applications.	Experience and education	Desired	No
Describe any current practices as it relates to licensure or certification (e.g. extra pay for certification, employer payment for obtaining or renewing, etc.):			
Currently, the City of Watertown covers costs associated with continued education for maintaining DNR licenses as well as CPR, First Aid and AED training.			

SECTION 13		SUPERVISOR'S COMMENTS / CORRECTIONS / ADDITIONS	
In lieu of altering an employee's JDQ, please provide any corrections, clarifications, or additional information in the space provided below.			
JDQ Section	Comment / Clarification / Addition		
Section 1	Currently this position is FSLA Exempt status salary position. Competition for an employee with a 4-year bachelor's degree is very competitive in the market place; the wastewater utility has a full scale commercial laboratory and has a unique set of standards we need to follow for local, state and federal compliance to operate the laboratory. One of our disadvantages of housing a full scale commercial laboratory specialized in wastewater compliance is finding these employees who have the years of specific experience in a wastewater laboratory; Watertown is behind our peers and competition on what we currently pay for this job that is critical to continuance of compliance monitoring and testing.		

TO BE COMPLETED BY ADMINISTRATIVE DESIGNEE

SECTION 14		SUPERVISOR INFORMATION	
Administrative Designee Name		Administrative Designee Title	

SECTION 15		ADMINISTRATIVE COMMENTS / CORRECTIONS / ADDITIONS
In lieu of altering an employee's JDQ, please provide any corrections, clarifications, or additional information in the space provided below.		
JDQ Section	Comment / Clarification / Addition	