



**Code: 3127**  
Family: Health and Human Services  
Service: Health and Welfare  
Group: Medical and Social Service  
Series: Medical Technician and Laboratory

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## **CLASS TITLE: MANAGER OF LABORATORY SERVICES**

### **CHARACTERISTICS OF THE CLASS**

Under direction, functions as a technical expert overseeing the testing and analysis of bacteriology, virology and screening tests conducted at STD/HIV laboratories within the Department of Public Health, and performs related duties as required

### **ESSENTIAL DUTIES**

- Oversees a staff of Laboratory Technicians performing and administering tests of tissue, blood, and body fluids in an effort to assist Physicians in diagnosing ailments
- Prepares and updates laboratory procedures manual ensuring compliance of laboratory operations with federal and state quality assurance requirements
- Establishes and implements internal quality control programs and reviews monthly data to audit various measures (e.g., specimen quality, test method validity, testing procedures, reporting of results)
- Develops and monitors corrective action plans to address quality control problems and to ensure laboratory testing and reporting systems function appropriately and effectively
- Implements the external Proficiency Testing (PT) Program (e.g., coordinating sample distribution, testing time frames, report review, remedial action) to ensure Clinical Laboratory Improvement Amendment (CLIA) requirements are met
- Provides educational training (e.g., workshops, in-house presentations, equipment-specific training) related to laboratory services and functions for clinic staff
- Oversees the ordering and distribution of laboratory equipment and supplies and disposing of expired reagents and schedules routine maintenance of equipment
- Serves as the liaison with the Illinois Department of Public Health regarding new and revised laboratory testing procedures, program changes, and compliance standards and requirements
- Monitors the physical plant and environmental conditions of laboratories to ensure they are appropriate for providing quality test results and safe working conditions for staff (e.g., protection from physical, biological, and chemical hazards)
- Prepares work reports for management review

**NOTE:** *The list of essential duties is not intended to be inclusive; there may be other duties that are essential to particular positions within the class.*

### **MINIMUM QUALIFICATIONS**

#### **Education, Training, and Experience**

- Graduation from an accredited college or university with a Bachelor's Degree in Medical Technology, the Life or Physical Sciences, or a directly related field, plus three years of medical technologist experience of which two years is in a supervisory role related to the responsibilities of the position

#### **Licensure, Certification, or Other Qualifications**

- Preference will be given to applicants who hold certification from a nationally recognized certification agency (e.g., Board of Registry of the American Society for Clinical Pathology,

American Medical Technologists, or the Board of Registry of the American Association of Bioanalysts).

**WORKING CONDITIONS**

- Medical facilities environment (e.g., health clinic)
- Exposure to hazardous chemicals
- Exposure to microorganisms
- Exposure to infectious waste

**EQUIPMENT**

- Standard office equipment (e.g., telephone, printer, photocopier, fax machine, calculator)
- Computers and peripheral equipment (e.g., personal computer, hand-held computer)
- Laboratory and microbiology equipment (e.g., sterilizers, scales, centrifuges, microscopes)
- Biological and chemical testing equipment (e.g., electron and light microscopes, x-ray analyzers)
- Safety equipment required to operate laboratory equipment and perform duties

**PHYSICAL REQUIREMENTS**

- Some lifting (up to 25 pounds) is required
- Ability to stand for extended or continuous periods of time
- Ability to make precisely coordinated movements with one's fingers

**KNOWLEDGE, SKILLS, ABILITIES, AND OTHER WORK REQUIREMENTS****Knowledge**

Comprehensive knowledge of:

- \*applicable laboratory equipment, instruments, materials, and supplies
- \*applicable testing, research, and analytical practices and procedures
- \*applicable federal, state, and local laws, regulations, and guidelines

Considerable knowledge of:

- \*applicable licensing requirements
- \*management and supervisory methods and procedures

Some knowledge of:

- \*training methods, practices, and procedures

Knowledge of applicable City and department policies, procedures, rules, regulations, and ordinances

**Skills**

- \*ACTIVE LISTENING - Give full attention to what other people are saying, take time to understand the points being made, ask questions as appropriate, and not interrupt at inappropriate times
- \*ACTIVE LEARNING - Understand the implications of new information for both current and future problem-solving and decision-making

- \*CRITICAL THINKING - Use logic and reasoning to identify the strengths and weaknesses of alternative solutions, conclusions, or approaches to problems
- \*LEARNING STRATEGIES - Select and use training/instructional methods and procedures appropriate for the situation when learning or teaching new things
- \*MONITORING - Monitor and assess performance of one's self, other individuals, or organizations to make improvements or take corrective action
- \*COMPLEX PROBLEM SOLVING - Identify complex problems and review related information to develop and evaluate options and implement solutions
- \*MANAGEMENT OF MATERIAL RESOURCES - Obtain and see to the appropriate use of equipment, facilities, and materials needed to do certain work
- \*MANAGEMENT OF PERSONNEL RESOURCES - Motivate, develop, and direct people as they work and identify the best people for the job
- \*QUALITY CONTROL ANALYSIS - Conduct tests and inspections of products, services, or processes to evaluate quality or performance

**Abilities**

- COMPREHEND ORAL INFORMATION - Listen to and understand information and ideas presented through spoken words and sentences
- SPEAK - Communicate information and ideas in speaking so others will understand
- COMPREHEND WRITTEN INFORMATION - Read and understand information and ideas presented in writing
- WRITE - Communicate information and ideas in writing so others will understand
- REASON TO SOLVE PROBLEMS - Apply general rules to specific problems to produce answers that make sense

**Other Work Requirements**

- INITIATIVE - Demonstrate willingness to take on job challenges
- LEADERSHIP - Demonstrate willingness to lead, take charge, and offer opinions and direction
- DEPENDABILITY - Demonstrate reliability, responsibility, and dependability and fulfill obligations
- ATTENTION TO DETAIL - Pay careful attention to detail and thoroughness in completing work tasks

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All employees of the City of Chicago must demonstrate commitment to and compliance with applicable state and federal laws, and City ordinances and rules; the City's Ethics standards; and other City policies and procedures.

The City of Chicago will consider equivalent foreign degrees, accreditations, and credentials in evaluating qualifications.

\* May be required at entry.