



**Code: 5648**

Family: Health and Human Services

Service: Operation and Construction

Group: Engineering, Designing and Structural

Series: Civil Engineering

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## **CLASS TITLE: WATER QUALITY MANAGER**

### **CHARACTERISTICS OF THE CLASS**

Under direction of the Deputy Commissioner, the class manages the operations and administrative functions of the Water Quality Division (Water Purification Laboratories and Water Quality Surveillance) engaged in comprehensive water quality monitoring and analysis, and performs related duties as required

### **ESSENTIAL DUTIES**

- Directs supervisory personnel overseeing professional staff engaged in collecting water samples, conducting water quality investigations, laboratory research and regulatory impact analyses
- Establishes work priorities and schedules division projects
- Directs the preparation of routine water quality compliance reports to federal, state and local regulatory agencies
- Reviews water quality reports and analytical results from bacteriological and chemical analysis for regulatory compliance and water quality investigations
- Manages the response to water quality emergencies and complaints by investigating water compliance incidents and assigning personnel to investigate and determine corrective actions for implementation
- Oversees compilation of the Annual Water Quality Report
- Oversees regulatory compliance to federal and state drinking water regulations
- Prepares and administers the budget for the Water Quality Division
- Develops work standards and conducts performance evaluations of supervisory personnel
- Oversees laboratory quality assurance program required for state laboratory certification
- Keeps abreast of federal and state regulations governing water quality standards
- Liaisons with external regulatory agencies and member agencies, as it relates to operational activities that may affect water quality or compliance with regulations
- Manages the cataloging of information to various periodicals
- Responds to technical or more complex questions or complaints related to water quality

**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 Sanitary, Civil, Environmental, or Chemical Engineering or a directly related field, plus six (6) years of work experience in water quality monitoring and analysis, of which three (3) years are in a supervisory role related to the responsibilities of the position, **OR**
- Graduation from an accredited college or university with a Master's degree or higher in Sanitary, Civil, Environmental, or Chemical Engineering or a directly related field, plus five (5) years of

work experience in water quality monitoring and analysis, of which three (3) years are in a supervisory role related to the responsibilities of the position

**Licensure, Certification, or Other Qualifications**

- A valid State of Illinois driver's license is required
- Illinois Class A Public Water Supply Operators License

**WORKING CONDITIONS**

- General office environment
- Exposure to outdoor weather conditions

**EQUIPMENT**

- Standard office equipment (e.g., telephone, printer, photocopier, fax machine, calculator)
- Computers and peripheral equipment (e.g., personal computer, computer terminals, hand-held computer)
- Two-way radio
- Safety equipment

**PHYSICAL REQUIREMENTS**

- No specific requirements

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

**Knowledge**

Comprehensive knowledge of:

- \*applicable federal, state, local laws, regulations and guidelines
- \*applicable water testing and treatment practices and procedures
- \*principles of water quality analysis
- Occupational Safety and Health Administration (OSHA) regulations and recognized safety procedures and practices for field monitoring activities, safe workplace and laboratory work
- \*sanitary engineering principles, practices, and procedures

Moderate knowledge of:

- \*management and supervisory methods and procedures

Some Knowledge of:

- geographical locations in the City
- applicable computer software packages and applications
- \*investigatory methods, practices and procedures
- public administration principles, practices and procedures
- training methods, practices and procedures

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

### **Skills**

- **ACTIVE LEARNING** - Understand the implications of new information for both current and future problem-solving and decision-making
- **ACTIVE ENGAGEMENT** - Give full attention to what other people are communicating, take time to understand the points being made, ask questions as appropriate, and not interrupt at inappropriate times
- **CRITICAL THINKING** - Use logic and reasoning to identify the strengths and weaknesses of alternative solutions, conclusions, or approaches to problems
- **MONITORING** - Monitor and assess performance of one's self, other individuals, or organizations to make improvements or take corrective action
- **SCIENCE** - Use scientific rules and methods to solve problems
- **COMPLEX PROBLEM SOLVING** - Identify complex problems and review related information to develop and evaluate options and implement solutions
- **MANAGEMENT OF FINANCIAL RESOURCES** - Determine how money will be spent to get the work done and account for these expenditures
- **MANAGEMENT OF PERSONNEL RESOURCES** - Motivate, develop, and direct people as they work and identify the best people for the job
- **JUDGEMENT AND DECISION MAKING** - Consider the relative costs and benefits of potential actions to choose the most appropriate one

### **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
- **COME UP WITH IDEAS** - Come up with a number of ideas about a topic
- **MAKE SENSE OF INFORMATION** - Quickly make sense of, combine, and organize information into meaningful patterns
- **REACH CONCLUSIONS** - Combine pieces of information to form general rules or conclusions (includes finding a relationship among seemingly unrelated events)

### **Other Work Requirements**

- **PERSISTENCE** - Persist in the face of obstacles on the job
- **INITIATIVE** - Demonstrate willingness to take on job challenges
- **LEADERSHIP** - Demonstrate willingness to lead, take charge, and offer opinions and direction
- **ADAPTABILITY/FLEXIBILITY** - Be open to change (positive or negative) and to considerable variety in the workplace
- **ANALYTICAL THINKING** - Analyze information and using logic to address work or job issues and problems

- **ATTENTION TO DETAIL** - Pay careful attention to detail and thoroughness in completing work tasks
  - **DEPENDABILITY** - Demonstrate reliability, responsibility, and dependability and fulfill obligations
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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.

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City of Chicago  
Department of Human Resources  
August, 2013; April, 2025