



Position Title: Superintendent, Water Services Laboratories

Position Status: Full-Time Regular

Department: Water Services

Employee Group: Exempt

Location: Lake City Operations Centre, Burnaby

Salary Range/ Wage Rate: Management / Leadership, Level M2 (\$126,613.83 - \$148,970.80 annually) (2024 wage rates)

Our Water Services Department is seeking a Superintendent, Water Services Laboratories who will manage a team of professional, technical and support staff in the operation of the Water Services Laboratories. This includes managing unionized staff in accordance with Metro Vancouver Policies and Procedures and the Collective Agreement, planning and managing work flow, hiring, performance evaluation, dealing with labour relations issues and setting and managing budgets.

You are a leader who is well versed in interpreting and analyzing laboratory data to internal and external stakeholders in accordance with guidelines and regulations. You possess a collaborative style of leadership and can build consensus all while working effectively with senior leadership, various committees and with internal and external stakeholders.

You have extensive experience with supervision of technical staff. You have proven knowledge of laboratory analyses in relation to water quality processes, budget management, and directing work flow within the various laboratories in Water Services. You demonstrate sound knowledge in the acquisition and supervision of staff, managing work flow, project planning, budget management and assures that QA/QC requirements are met in all aspects of laboratory work in accordance with the Divisional QA/QC program.

The Superintendent, Water Services Laboratories reports to the Program Manager, Quality Control.

This role:

- Manages a team of technical staff engaged in the operation of the Water Services laboratories including the Lake City microbiology laboratory, and the process laboratories at the Seymour Capilano Filtration Plant and the Coquitlam Water Treatment Plant.
- Contributes to preparing and managing the budget for the Water Services laboratories and is responsible for monitoring and controlling spending ensuring the effective and efficient expenditure of allocated funds. Contributes to short and long term planning.

- Ensures adequate systems and procedures are in place for the effective and efficient operation of the Water Services laboratories, which processes and tests water across several different matrices (drinking water, wastewater, receiving water (lake, rivers, beaches), and stormwater). Coordinates program and project priorities, leads technical investigations and assigns/schedules works to meet program objectives. Evaluates the performance of the laboratories systems and procedures and makes changes to improve the effectiveness and efficiency of the laboratory.
- Monitors and evaluates laboratory results on an ongoing basis and implements the required level of response for unusual results with possible public health implications. Ensures critical data flows to all relevant parties in an effective and timely matter.
- Prepares and submits reports and ensures the accuracy of information provided. Investigates, resolves and accounts for anomalies in data collected and communicates regularly with water treatment plant and liquid waste managers as well as operational personnel regarding results.
- Works collaboratively with internal and external working groups on matters related to laboratory analysis and disinfection process parameters for drinking water. Liaises with member municipalities, regional health officials and other internal and external parties to provide technical information on matters such as the installation of new water mains, disinfection events, and microbiology water quality issues in the environment. Represents the division and Metro Vancouver during drinking water related emergencies in accordance with established response protocols.
- Ensures that the division's Quality Assurance (QA) and Quality Control (QC) requirements are met in all aspects of the Water Services laboratories. Keeps current of issues and regulations affecting laboratory accreditation as well as overseeing QC process control and takes corrective action as required. Maintains relevant certifications and licenses necessary for the operation of Water Services laboratories.
- Hires, supervises, directs and develops staff, monitoring performance towards division, department, and corporate objectives. Ensures staff adhere to corporate workplace conduct policies and all required laboratory procedures and protocols. Leads, coaches, and develops staff recognizing the importance of training.
- Ensures safe work procedures are integrated in the work routines of staff and conducts safety meetings and inspections. Continuously monitors work practices noting and addressing issues as they occur. Prepares written safe work and emergency procedures and ensures all relevant parties are made aware of updates.
- Keeps current with emerging technologies and trends and ensures work is performed in accordance with current best practices. Researches and reviews new methods or laboratory technologies for application in the Water Services laboratories. Provides input and suggestions for divisional planning, decision making and initiatives such as creating and updating policies, practices, guidelines and processes.
- Performs other related duties as required.

To be successful, you have:

- 5 years of recent, related, and progressive experience in laboratory operations and management supplemented by a Bachelor of Science degree in microbiology, chemistry or another environmental/biological science with senior courses in microbiology and chemistry; or an equivalent combination of training and experience. A graduate degree is considered an asset.
- Sound technical knowledge and analytical abilities related to laboratory methods and systems, with particular emphasis on drinking water microbiology testing. Demonstrated ability to provide solutions in accordance with corporate policies, regulatory requirements and laboratory best practices.
- Demonstrated knowledge and skills in the areas of microbiology and process control laboratory analysis.

- Sound knowledge and understanding of Metro Vancouver's Water Services operations, processes and objectives. Ability to provide advice, solutions and recommendations aptly suited to the organization's business needs. Considerable knowledge of scientific principles, analytical methodologies and regulatory considerations related to water treatment laboratory processes.
- Sound written and oral communication skills. Ability to provide clear instructions and translate technical information to language easily understood by a variety of audiences. Ability to write and revise memos, reports, and recommendations.
- Demonstrated ability to establish and maintain effective working relationships with internal and external contacts. Strong ability to respond tactfully to inquiries and complaints and effectively resolve the concerns. Proven ability to work cooperatively with others; ability to deal with disagreements and prevent the escalation of conflict.
- Ability to monitor budgets ensuring the effective and efficient expenditure of allocated funds within the approved budget. Ability to manage contracts with service providers and contractors.
- Demonstrated supervisory skills in a unionized environment, with the ability to apply and explain corporate policies and collective agreements in a consistent manner. Strong ability to provide constructive and motivating feedback to staff.
- Ability to use judgment to resolve complex problems with considerable impacts effectively and efficiently. Acts as a resource to staff for advice and guidance on potential approaches and problem situations. Demonstrates persistence in overcoming obstacles.
- Experience with or knowledge of: British Columbia's Enhanced Water Quality Assurance designation, ISO/IEC 17025:2017 accreditation, and the Human Pathogens and Toxins Act would be considered an asset.
- Proficiency using Microsoft office programs including Word, Excel, and Outlook. Proficiency using LIMS.
- Valid BC Class 5 Driver's License.

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.

Metro Vancouver employees proudly serve the region and demonstrate the behaviours and attributes of six leadership competencies: Accountability, Adaptability, Building and Nurturing Relationships, Communication, Continuous Learning, and Strategic Thinking and Action.

At Metro Vancouver, we are committed to cultivating a diverse, safe, equitable, and inclusive work environment for all. We strive to attract and retain a talented, diverse workforce that is reflective of the region we serve. If an accommodation is required during the recruitment and selection process, please contact careers@metrovancover.org for support. Learn more about our commitments to diversity, equity, and inclusion [here](#).

Please follow this link <https://metrovancover.org/about-us/careers> to our Careers page where you can submit your application by August 31, 2026.