



# Indigenous.Link

Canada's fastest growing Indigenous career portal, Careers.Indigenous.Link is pleased to introduce a new approach to job searching for Indigenous Job Seekers of Canada. Careers.Indigenous.Link brings simplicity, value, and functionality to the world of Canadian online job boards.

Through our partnership with Indigenous.Links Diversity Recruitment Program, we post jobs for Canada's largest corporations and government departments. With our vertical job search engine technology, Indigenous Job Seekers can search thousands of Indigenous-specific jobs in just about every industry, city, province and postal code.

Careers.Indigenous.Link offers the hottest job listings from some of the nation's top employers, and we will continue to add services and enhance functionality ensuring a more effective job search. For example, during a search, job seekers have the ability to roll over any job listing and read a brief description of the position to determine if the job is exactly what they're searching for. This practical feature allows job seekers to only research jobs relevant to their search. By including elements like this, Careers.Indigenous.Link can help reduce the time it takes to find and apply for the best, available jobs.

The team behind Indigenous.Link is dedicated to connecting Indigenous Peoples of Canada with great jobs along with the most time and cost-effective, career-advancing resources. It is our mission to develop and maintain a website where people can go to work!

Contact us to find out more about how to become a Site Sponsor.

Corporate Headquarters:

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# Job Board Posting



Careers.Indigenous.Link

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## Manager, Laboratory Customer Service and Informatics

<b>Job ID</b>	otg0hfwK-12155-7568	
<b>Web Address</b>	<a href="https://careers.indigenous.link/viewjob?jobname=otg0hfwK-12155-7568">https://careers.indigenous.link/viewjob?jobname=otg0hfwK-12155-7568</a>	
<b>Company</b>	EPCOR	
<b>Location</b>	Edmonton, Alberta	
<b>Date Posted</b>	From: 2022-01-17	To: 2050-01-01
<b>Job</b>	Type: Full-time	Category: Utilities

### Description

In order to ensure the health and safety of our teams, EPCOR requires all new hires to be fully vaccinated against COVID-19. Candidates who cannot be fully vaccinated on the basis of a protected legal ground may request an accommodation. We ask all candidates to consider this requirement when applying for a role at EPCOR. Highlights of the job

We are hiring FT Permanent Manager, Laboratory Customer-Service and Informatics, working out of Rosedale Water Treatment Plant in Edmonton! As the Manager, Laboratory Customer-Service and Informatics, you will be responsible for ensuring positive laboratory customer experiences and overseeing laboratory informatics within Quality Assurance & Environment. The Laboratory Customer-Service and Informatics group is responsible for managing laboratory-based customer (internal and external) relationships, understanding testing requirements for various EPCOR projects/approvals, coordinating testing with Laboratory Operations/external laboratories and communicating analytical results-all of which is underpinned by an effective laboratory information management system (LIMS). What you'd be responsible for

Reporting to the Senior Manager, Analytical Operations & Process Development, the Manager, Laboratory Customer-Service and Informatics is accountable for, but not limited to: Providing input to Quality Assurance & Environment's plans and directions. Implementing and operating services and service improvements, such as: Identifying laboratory automation opportunities to reduce repetitive work. Identifying knowledge-sharing, training and documentation requirements to reduce support requests and manage the IT knowledge base. Developing and maintaining role-based policies and processes

Maintaining and improving laboratory internal and external customer experiences. Organizing relevant testing requests and coordinating with the internal laboratory operations or third party laboratories. Responding courteously and efficiently to client requests, maintaining clear communication regarding mutual expectations and monitoring client satisfaction, particularly as it relates to laboratory-related projects and associated results. Leading the prioritization of technical requests, working with discretion to decide on the timing of operations within the work team's plan, and planning ahead to meet project demands. Maintaining the IT capital replacement program and undertaking the financial management of the appropriate budget areas. Developing, implementing and reviewing laboratory customer-Service as well as IT processes/procedures to ensure compliance to policies, standards, regulatory requirements, and ensures mitigation of risks. Maintaining software asset management in line with software and data residency policies. Providing subject matter expertise on informatics systems and interacting with EPCOR Corporate IT, as required. Advising customers on appropriate testing regimes based on current legislation and industry practice. Ensuring employees understand and comply with EPCOR's Health, Safety and Environment (HS&E) standards, and all key performance indicators for HS&E are completed in a timely manner. Identifying the necessary budget requirements for the provision of analytical services to both internal and external customers. This includes, preparing quotations and ensuring the timely billing and invoicing of work.

What's required to be successful

Qualifications, experience and behaviors you will possess are: Completion of a bachelor's degree or a diploma with equivalent hands-on experience in Chemistry, Biology, Computer Science or a related field from a recognized post-secondary institution. 3-5 years of experience managing and leading employees. 3-5 years of experience working under a quality management system (e.g. ISO/IEC 17025, 14001 and/or 9000) in either an analytical laboratory

environment or with data management, including Laboratory Information Management Systems (LIMS) Experience managing Information and Communication Technologies (ICT) systems, assets and budgets, and asset lifecycle and software asset management is an asset. Experience in Chemistry and/or Biology, specifically in analytical laboratory operations is an asset. Advanced knowledge of relational databases, database architecture and writing queries in Oracle SQL. Strong understanding of Health, Safety and Environmental (HSE) standards and practices in a laboratory setting. Demonstrated ability to perform investigative and root cause analyses of non-conforming technical processes/procedures and/or data. Strong understanding of appropriate regulatory requirements including municipal, provincial and federal approvals, acts and regulations related to drinking water, wastewater, and environmental standards is an asset. Class 5 Alberta Driver's License with fewer than 6 demerits. A Driver Abstract will be required.

As the successful candidate, you are able to demonstrate how you take initiative and seek opportunities to contribute to the knowledge and success of your team. You possess excellent analytical and problem solving skills, proven high attention to detail and demonstrate the ability to exercise influence when working in a cross-functional team, demonstrating effective interpersonal and leadership skills. In addition, you also possess excellent communication skills both verbal and written when dealing with a variety of stakeholders combined with a strong work ethic. Other important facts about this job

Jurisdiction: MGMTHours of work: 80 hours bi-weekly, Monday to FridayApplication deadline: February 14, 2022Learn more about Working at EPCOR! Follow us on LinkedIn, Twitter, Glassdoor or Facebook! #LI-TA1#LI-TA4

Please note the following information: A requirement of working for EPCOR is that you are at least 18 years of age, successfully attained a high school diploma (GED, or equivalent level of secondary education) and legally entitled to work in Canada. (A copy of a valid work permit may be required.) If you are considered for the position, clearance on all applicable background checks (which may include criminal, identity, educational, and/or credit) and professional reference checks is required. Some EPCOR positions require an enhanced level of background assessment, which is dictated by law. These positions require advanced criminal record checks that must also be conducted from time to time after commencement of employment. A technical/practical assessment may be administered during the selection process and this exercise will be used as a part of the selection criterion. To meet the physical demands required of some positions, candidates must be in good physical condition and willing to work in all weather conditions. Clearance on pre-placement medical and drug and alcohol testing may be required.

For more information, visit EPCOR for Manager, Laboratory Customer Service and Informatics