

Jurisdictional Class: Competitive
EEO Category: Professional
Revised: 07/15/2025

QUALITY ASSURANCE OFFICER

DISTINGUISHING FEATURES OF THE CLASS: This position involved responsibility for overall quality assurance for laboratory methods and procedures to comply with accrediting bodies and general laboratory standards and practices. Supervision is exercised over laboratory staff to generate scientifically reliable data to meet a quality standard. General directions are received from the Department Head or another higher-level supervisor. The incumbent does related work as required.

TYPICAL WORK ACTIVITIES: (Illustrative Only)

Draft quality assurance policies and procedures;
Prepare reports to communicate outcomes of quality activities;
Assume ongoing compliance with accredited laboratory quality and regulatory requirements;
Develop, implement, and maintain quality assurance standards;
Analyze data to identify areas for improvement in the quality system;
Review the effectiveness and efficiency of quality systems;
Supervise, plan, conduct, and monitor testing and inspection of reagents, supplies, materials, equipment, and products to ensure quality;
Evaluate adequacy of quality assurance standards;
Devise procedures and directions for recording and reporting quality data;
Investigate customer complaints and non-conformance issues;
Collect and compile statistical quality data;
Document internal audits and other quality assurance activities;
Develop, recommend, and monitor corrective and preventative actions;
Identify training needs and organized training interventions to meet quality standards;
Coordinate and support on-site audits conducted by external providers;
Evaluate audit findings and implement appropriate corrective actions;
Develop, review, and evaluate continuous improvement guidelines;
Responsible for document management systems;
May perform a variety of water analysis activities to aid in maintaining compliance with NYS and Federal Standards.

FULL PERFORMANCE KNOWLEDGE, SKILLS, ABILITIES AND PERSONAL CHARACTERISTICS: Thorough knowledge of quality assurance and quality control systems; thorough knowledge of concepts and methodologies of quality assurance; thorough knowledge of common laboratory methods, techniques, and practices used in the analysis of aqueous (water) samples; experience in conducting, reviewing, developing, and implementing audits and corrective response plans; ability to plan and supervise the work of laboratory staff to ensure compliance with a quality standard; knowledge of regulatory requirements of accreditation entities and governing bodies for New York State laboratories; sound oral, written, and computer skills.

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MINIMUM QUALIFICATIONS: Either:

- (A) Possession of Master's Degree in one of the chemical, environmental, or biological sciences, including eighteen (18) credit hours in biology and four (4) credit hours in microbiology, **AND** four (4) years of experience as a laboratory supervisor whose responsibilities included the development, implementation, and maintenance of quality assurance plans and documents; **OR**
- (B) Possession of Bachelor's Degree in one of the chemical, environmental, or biological sciences, including eighteen (18) credit hours in biology and four (4) credit hours in microbiology, **AND** five (5) years of experience as a laboratory supervisor whose responsibilities included the development, implementation, and maintenance of quality assurance plans and documents.

NOTE: Degree(s) must have been awarded by a college or university accredited by a regional, national, or specialized agency recognized as an accrediting agency by the U.S. Department of Education/U.S. Secretary of Education. If the degree was awarded by an educational institution outside the United States and its territories, the candidate must provide independent verification of equivalency. A list of acceptable companies who provide this service can be found on the Internet at <http://www.cs.ny.gov/jobseeker/degrees.cfm>. Candidates will be required to pay the evaluation fee.

Adopted: 08/14/2018
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