



Classification: Crime Laboratory Manager (Quality Assurance Coordinator)

Title Code: V00519

Pay Range: 29

POSITION SUMMARY: The person in this administrative position is responsible for reviewing, evaluating, and recommending changes to the forensic analytical, reporting and testifying activities of the Patrol's Crime Laboratory Division to ensure ongoing compliance with accreditation requirements. Duties will include maintaining the Quality Management System Manual and other quality systems documents, coordinating the laboratory accreditation efforts, preparing required accreditation reports, monitoring technical training programs, overseeing evidence handling and inventory activities, and managing the proficiency testing program. This individual identifies problems related to quality assurance and makes recommendations for improvement.

DESCRIPTION OF DUTIES PERFORMED (Any one position may not include all of the duties listed nor do the listed examples include all tasks which may be found in positions of this class.):

Oversees the maintenance and update of laboratory administrative and technical manuals and training programs on a regular basis in order to comply with standards outlined by the accrediting body; works closely with lab managers, supervisors, and technical leaders to maintain quality and compliance with accreditation standards throughout the laboratory system.

Assesses laboratory activities, policies and goals to determine compliance with accreditation requirements; develops proofs of compliance for applicable standards and assembles forms and proofs in a manner that will facilitate a review by accreditation assessors; prepares for on-site assessments.

Schedules, coordinates, and conducts periodic quality audits in order to verify scientific quality; ensures quality control activities are implemented and that employees are performing in a manner consistent with the quality system; recommends or provides training as needed.

Coordinates internal and external proficiency testing; evaluates the results of such testing with lab managers and supervisors; plans and coordinates corrective actions when discrepancies occur; prepares responses to inquiries from the Proficiency Review Committee; reports results to the Assistant Director - Administration and Director of the Crime Laboratory.

Procures proficiency test materials from approved providers.

Performs quality reviews of completed laboratory reports, analytical documentation, and technical procedural references.

Prepares annual documentation for the accrediting body and assists the Director with responses to inquiries from the accrediting body.

Ensures the integrity of evidence by monitoring its receipt, storage conditions, sealing and handling, and maintains the Laboratory Evidence Technician manual.

Supervises the GHQ Laboratory Evidence Technicians assigned to evidence intake/return and coordinates the activities of other system Laboratory Evidence Technicians responsible for evidence handling.

Performs job-related travel as required.

Performs other related duties as assigned.

REQUIRED KNOWLEDGE, SKILLS, AND ABILITIES: Considerable knowledge of the forensic disciplines of drug chemistry, toxicology, trace evidence, DNA, firearms, toolmarks, physical evidence, latent print examination, and DNA profiling.

Thorough knowledge of the accreditation program including ISO/IEC 17025.

Knowledge of the policies on measurement traceability and measurement uncertainty.

Knowledge of external proficiency test providers.

Knowledge of the use of the MSHP Laboratory Information Management System and Chain of Custody databases.

Knowledge of the processes used to conduct periodic laboratory evidence inventories, as well as the documentation and correction of discrepancies.

Knowledge of the principles of laboratory quality control/quality assurance.

Knowledge of the scientifically acceptable procedures used in the calibration of instrumentation and procedures used to define, detect, and document technical problems.

Knowledge of the acceptable manner in which forensic science testimony should be presented and the ethical standards expected of forensic scientists.

Knowledge of reputable certifying bodies that offer certification for criminalists in forensic science specialties.

Ability to assist the laboratory staff in the preparation of materials for court-ordered discovery requests.

Ability to prepare accreditation documentation.

Ability to organize and coordinate quality assurance audits of each functional area of the laboratory system.

Ability to prepare, administer, and track internal and external proficiency tests.

Ability to determine current state-of-the-art techniques and testing protocols performed by forensic laboratories.

Ability to select and train quality auditors in each of the functional areas of the laboratory.

Ability to operate basic office equipment as detailed in the description of duties.

Ability to work with restricted, highly sensitive information in a confidential and professional manner and maintain the information as such.

Ability to communicate in English clearly and concisely, both orally and in writing.

Ability to establish and maintain effective working relations with others.

Ability to work with material that may be of a sexual nature relating to criminal activity (e.g., written material, photographs, and/or verbal language, etc.).

Ability to work hours as assigned.

MINIMUM EXPERIENCE AND EDUCATION REQUIRED (The following represents the minimum qualifications used to accept applicants, provided that equivalent substitution may be permitted in case of deficiencies in either experience or education.):

Possess at least five years of experience as a Criminalist III or comparable experience.

OR

Possess at least two years of experience as a Criminalist Supervisor or comparable experience.

NECESSARY SPECIAL REQUIREMENTS: Must have experience with at least two full on-site accreditation assessments at the Missouri State Highway Patrol Crime Laboratory Division.

Must satisfactorily complete the Patrol's First Line Supervision School within one year of appointment, if applicable.

Must provide a DNA sample to be used only for forensic identification as required at the time of appointment.

Must be able to pass a polygraph examination after conditional offer of employment.

Must submit to periodic random drug testing.

Must possess and/or obtain a valid Missouri Driver's License.

FLSA STATUS: Exempt

WORK SCHEDULE: An employee in this position works an eight-hour shift as directed; however, working hours are subject to change at the discretion of the commanding authority.