Technical Supervisor, Central Services

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Professional and Managerial Group

Technical Supervisor, Central Services

Animal Health Laboratory, Laboratory Services Division

Hiring #: 2017-0567

Please read the Application Instructions [1] before applying

With the mission of working together toward a healthier future, the Animal Health Laboratory provides high-value, analytic and diagnostic services for the agricultural, food and veterinary sectors. Under the general direction of the Client Services Veterinarian, the Technical Supervisor oversees the day-to-day technical operations of the Specimen Room while ensuring compliance with rigorous accreditation standards. The ideal candidate not only brings sound knowledge of and experience with veterinary laboratory testing procedures but is a highly skilled operations manager and people leader with a proven track record of advancing service delivery.

The incumbent coordinates and supervises the activities of the specimen room staff while fostering an environment that promotes teamwork, productivity and continuous improvement. This position is responsible to: prioritize and schedule workload and resources; trouble-shoot and resolve issues within the lab section; conduct regular lab section meetings; provide effective leadership and supervision to a unionized employee work group including conducting performance reviews, recognizing achievements and appropriately addressing performance related concerns in consultation with the Client Services Veterinarian; write SOPs and work instructions; identify training needs, schedule training programs and ensure that all applicable SOPs and health & safety regulations are adhered to; utilize his/her technical expertise through the hands-on provision of a wide range of testing services; monitor QC and resolve issues brought forward through the non-conformance reporting process (CAPA), in order to support continuous improvement of client services.

Requirements of the position include:

- Animal Health Technician or Medical Laboratory Technologist diploma, plus several years of related experience, or an equivalent combination of education and experience;
- Proven leadership and supervisory skills (preferably within a unionized environment), with a demonstrated ability to motivate and guide teams in a high-volume laboratory with tight, client-driven deadlines;
- Ability to effectively trouble-shoot and resolve issues;
- Excellent written and verbal communication skills;
- Strong conflict resolution and problem-solving skills;
- Excellent client service skills and experience managing a diverse group of internal and external clients;
- Thorough knowledge of laboratory quality systems (e.g., ISO 17025) and accreditation requirements including: the American Association of Veterinary Laboratory Diagnosticians (AAVLD); the Standards Council of Canada (SCC); and the Canadian Association for Laboratory Accreditation (CALA);
- Superior administrative, organizational and supply management skills;
- Familiarity with laboratory information systems and basic laboratory accounting is needed;
- Rabies immunization is required.
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Published on Human Resources (https://www.uoguelph.ca/hr)

Position Number 482-074
Classification  P04
Professional/Managerial Salary Bands [2]

All qualified candidates are encouraged to apply; however, Canadians and permanent residents will be given priority.

At the University of Guelph, fostering a culture of inclusion [3] is an institutional imperative. The University invites and encourages applications from all qualified individuals, including from groups that are traditionally underrepresented in employment, who may contribute to further diversification of our Institution.

Posting Date: 2017 11 20
Closing Date: 2017 11 27

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