

**MEDICAL LABORATORY SUPERVISOR  
COMPETENCY PROFILE**

**Description of Work:** Positions in this banded class direct the activities of a medical laboratory where a variety of laboratory tests are performed in order to aid in the diagnosis of disease and treatment of patients\*. Duties performed include planning laboratory services, organizing work flow and work schedules, preparing and monitoring budgetary allocations, managing the quality control program, administrative and personnel functions, physician and clinical support, and coordination of laboratory aspects of medical research.

<b>ROLE DESCRIPTIONS BY COMPETENCY LEVEL</b>		
<b>Contributing</b>	<b>Journey</b>	<b>Advanced</b>
<p>Employees at this level are responsible for planning laboratory services, organizing the workflow and work schedules, projecting budgetary needs, and participating in personnel functions. Employees may serve as working supervisors and/or the technical resource in the areas of quality control, test interpretation, equipment and procedure troubleshooting. Employees may serve as liaison between technical and clinical staff.</p>	<p>Employees at this level are responsible for planning laboratory goals and objectives, staffing, projecting and maintaining budgetary allocations, and assisting in human resources functions in a laboratory of moderate scope and complexity of laboratory services. Employees may research and develop new test procedures; establish and ensure the maintenance of quality control standards; review abnormal test results; troubleshoot unusual equipment or procedure malfunctions; and provide an interpretative interface with clinicians.</p>	<p>Employees at this level are responsible for planning laboratory goals and objectives, staffing, projecting and maintaining budgetary allocations, and assisting in human resources functions in a laboratory of broad scope and high complexity of laboratory services. Employees develop laboratory operating procedures and standards and conduct cost and feasibility studies for future laboratory services. Employees at this level are responsible for administrative and human resources functions, inter/intra-laboratory coordination, interpretation of abnormal test results and problem solving, and evaluation and implementation of new methods and procedures.</p>

\* human or animal

Note: Competency statements are progressive and not all competencies apply to every position/employee. Evaluate only those that apply. For positions with some supervision consider the highest level of professional work performed.

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<b>Competency</b>	<b>Definition</b>
<b>Knowledge – Professional</b>	Possession of a designated level of professional skill and/or knowledge in specific area(s) and the ability to keep up with current developments and trends in area(s) of expertise, usually acquired through post-secondary education.
<b>Planning and Organizing Work</b>	Ability to develop plans to accomplish work operations and objectives. Ability to arrange and assign work to use resources efficiently. Ability to develop strategic plans, organizational structures, and systems to fulfill legislative or mission-driven organizational goals.
<b>Budgeting</b>	Plans and monitors the use of expenditures to meet organizational objectives and compliance; prepares budget documents and reports; systematically plans and monitors research project expenditures.
<b>Laboratory Management</b>	Provides oversight of technical programs and administrative activities in a laboratory setting - implements quality assurance and safety programs; coordinates and manages facilities, equipment, supplies and related resources; monitors environmental risks and quality control; understands and complies with safety standards to maintain a safe environment.
<b>Human Resources Management</b>	Knowledge of appropriate policies and procedures for recruiting, selecting, developing, counseling, disciplining, and evaluation performance of employees to retain a diverse workforce. Ability to administer and ensure compliance with human resources policies and procedures. Ability to observe and assess work. Ability to provide feedback. Ability to provide technical supervision of staff. Ability to develop plans for employees to gain necessary knowledge, skills, and abilities. Ability to plan for and support employees in career development opportunities.

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**Knowledge – Professional**

Possession of a designated level of professional skill and/or knowledge in specific area(s) and the ability to keep up with current developments and trends in area(s) of expertise, usually acquired through post-secondary education.

<b>Contributing</b>	<b>Journey</b>	<b>Advanced</b>
1. Applies knowledge of a variety of laboratory procedures and techniques applicable to the areas(s) of work.	1. Applies considerable knowledge of a variety of laboratory procedures and techniques applicable to the areas(s) of work.	1. Applies specialized knowledge to a variety of complex laboratory procedures and techniques applicable to the areas(s) of work.
2. Applies knowledge of laboratory equipment, instrumentation, and terminology.	2. Applies considerable knowledge of laboratory equipment, instrumentation, and terminology.	2. Applies in-depth theoretical knowledge of laboratory equipment, instrumentation, and terminology.
3. Applies knowledge of the basic pathophysiological processes being monitored and how medical laboratory science is applied.	3. Applies general knowledge of the basic pathophysiological processes being monitored and how medical laboratory science is applied.	3. Applies considerable knowledge of pathophysiological processes being monitored and how medical laboratory science is applied.

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**Planning and Organizing Work**

Ability to develop plans to accomplish work operations and objectives. Ability to arrange and assign work to use resources efficiently. Ability to develop strategic plans, organizational structures, and systems to fulfill legislative or mission-driven organizational goals.

<b>Contributing</b>	<b>Journey</b>	<b>Advanced</b>
1. Assigns and maintains workload balance to enhance laboratory productivity; reviews laboratory procedures and workflow.	1. Establishes new laboratory procedures and workflows; coordinates work with other medical services; sets priorities for laboratory operations.	1. Assesses the long term needs of the laboratory; makes changes in procedures, workflow and manpower assignments.
2. Researches and recommends new laboratory procedures in response to new and existing medical services; assists in planning for new clinical assay offerings to faculty and staff.	2. Evaluates the feasibility of new procedures and services as they impact existing resources; recommends establishment and modification of procedures.	2. Plans for and implements new laboratory procedures including feasibility studies, cost analyses, and project plans; participates in long range planning and organizational problem-solving with management.
3. Establishes methods of reporting results and recording quality control data; follows established methodology, standards and procedures.	3. Follows and modifies established methodology, standards and procedures.	3. Modifies and develops new methodology, standards and procedures.

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**Budgeting**

Plans and monitors the use of expenditures to meet organizational objectives and compliance; prepares budget documents and reports; systematically plans and monitors research project expenditures.

Contributing	Journey	Advanced
1. Operates within assigned budget; identifies potential cost savings. May monitor expenditures.	1. Monitors expenditures and identifies potential budget issues. Prepares budget(s) for research proposals; recommends needed expenditures and revisions to the project budget(s).	1. Researches, recommends, and approves major expenditures.

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**Laboratory Management**

Provides oversight of technical programs and administrative activities in a laboratory setting – implements quality assurance and safety programs; coordinates and manages facilities, equipment, supplies and related resources; monitors environmental risks and quality control; understands and complies with safety standards to maintain a safe environment.

<b>Contributing</b>	<b>Journey</b>	<b>Advanced</b>
1. Monitors resources needed to operate the laboratory; maintains inventory control; coordinates equipment and supplies; may monitor expenditures.	1. Manages laboratory resources including budget and personnel; establishes priorities in the use of resources including space, equipment and supplies; monitors expenditures.	1. Manages and monitors multiple and/or complex laboratory resources including budget and personnel.
2. Understands and executes quality assurance program.	2. Evaluates quality assurance program for effectiveness.	2. Manages quality assurance program(s); modifies as needed.
3. Ensures adherence to procedures and work standards; maintains procedure manuals. Monitors compliance with federal, state, and agency regulations.	3. Manages adherence to procedures and work standards; recommends changes; implements adjustments or changes to work standards; serves as a technical resource.	3. Establishes procedures, standards, and policies; interprets policy and procedures for laboratory staff.
4. Meets with surveying and inspecting officials from accrediting agencies.	4. Coordinates preparation and review activities for accreditation agencies.	4. Leads and ensures accreditation program.

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**Human Resources Management**

Knowledge of appropriate policies and procedures for recruiting, selecting, developing, counseling, disciplining, and evaluation performance of employees to retain a diverse workforce. Ability to administer and ensure compliance with human resources policies and procedures. Ability to observe and assess work. Ability to provide feedback. Ability to provide technical supervision of staff. Ability to develop plans for employees to gain necessary knowledge, skills, and abilities. Ability to plan for and support employees in career development opportunities.

<b>Contributing</b>	<b>Journey</b>	<b>Advanced</b>
1. Reviews the work of others; implements work plans; identifies problems and brings to the attention to appropriate people; resolves minor problems and complaints on an informal basis.	1. Develops and implements work plans; conducts performance reviews; participates in the disciplinary and grievance processes, as needed.	1. Ensure compliance with performance management policies and procedures; recommends resolution of disciplinary and grievance issues, as needed.
2. Models work/job duties for employees.	2. Plans for and delivers on-the-job training.	2. Determines training needs and provides training to specific employees; develops training programs.
3. Reviews and approves routine human resources policies questions and requests; may participate in recruitment and selection process and/or performance assessment.	3. Participates in recruitment and selection process; conducts performance management; ensures human resources policies and related information is shared with employees.	3. Determines work unit design; applies policies to execute operational needs.
4. Identifies and recommends career development opportunities with employees.	4. Ensures employees have access to tools and information for career development opportunities.	4. Plans and coordinates career development opportunities.

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**Experience and Training Guidelines:**

Graduation from a four-year college or university with a degree in medical technology, chemistry, or biological science and three years of laboratory experience in the assigned areas; or an equivalent combination of education and experience.

Additional Requirements: May require compliance with current Clinical Laboratory Improvement Amendments (CLIA) regulations.

**Special Note:** This is a generalized representation of positions in this class and is not intended to identify essential work functions per ADA. Examples of competencies are primarily those of the majority of positions in this class, but may not be applicable to all positions.