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Quality Management System IAEA Testing Laboratory for Radiation Measurement, Monitoring and Protection					
<b>FUNCTIONS IN THE TESTING LABORATORY</b>					

## 1 PURPOSE

To describe all the functions, filled in by staff, necessary to operate the testing laboratory.

## 2 SCOPE

The procedure only describes the part of the total responsibilities of staff members, which are needed within the testing laboratory. It is no replacement of the “job description” as used within the Agency.

## 3 RESPONSIBILITIES

### Technical Manager of the testing laboratory


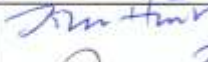

- To authorize the incumbents to the established functions within the testing laboratory.
- To receive the acceptance of the function investment from the incumbent by signature on a copy of the function description.

### Staff

- To accept the authorization to a function within the testing laboratory by returning a signed copy of the function description to the Technical Manager of the testing laboratory.

### Quality Manager

- To keep the signed copies of the function descriptions as records.

	Function	Name	Signature and Date
Authorized	Technical Manager	R. Czarwinski	 27/05/09
Approved	Deputy Technical Manager	P. Deboodt	 25.05.2009
Approved	Individual Monitoring Service Group Leader	R. Cruz-Suarez	 2009.05.14
Approved	Operational Service Group Leader	J. Hunt	 2009-05-11
Registered	Quality Manager	J. Zeger	 2009-05-04

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#### **4 ADDITIONAL INFORMATION**

None

#### **5 DESCRIPTION**

The function descriptions will be detailed for the following functions:

[Technical Manager of the Testing Laboratory \(Section Head\)](#)

[Deputy Technical Manager \(Unit Head\)](#)

[Service Group Leader](#)

[External Dosimetry Laboratory Technician](#)

[Whole Body Counter Laboratory Technician](#)

[Urine Analysis Laboratory Technician](#)

[Workplace Monitoring Technician](#)

[Individual Monitoring Administrative Clerk](#)

[Equipment Assistant](#)

[Equipment Contamination Monitoring Technician](#)

[IT Supporter](#)

[Secretary](#)

[Quality Manager](#)

**The Quality Manager shall keep a list, authorized by the Technical Manager of the Testing Laboratory, linking function descriptions to the name of the function incumbents.**

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## 5.1 TECHNICAL MANAGER OF THE TESTING LABORATORY

The Section Head of RSM/NSRW is the Technical Manager of the Testing Laboratory and has the overall authority to organize the activities of the laboratory within the organizational structures of the Agency.

### Assignment:

- To develop, supervise and implement the testing laboratory within the IAEA programme.
- To inform supervisors and co-operators about the activities of the laboratory and seek the approval for these activities.
- To supply the necessary financial, personal and technical resources, in agreement with all cooperating Departments, to provide the services of the laboratory to the customers.
- To assure that the activities follow the rules of the Agency as well as the requirements of the implemented quality management system.
- To authorize all procedures, which describe the way activities are carried out within the laboratory.
- To seek the authorization of any document by higher management whenever necessary.
- To recruit and manage personnel through guidance and feedback with the help of the direct supervisors and co-operators.
- To install a communication culture within the laboratory to collect and disseminate the knowledge of the group.
- To issue/approve/sign dose reports in the absence of the Deputy Technical Manager and Service Group Leaders.
- To contact and inform customers of any change or problem in the services in cooperation with the Deputy Technical Manager and the Service Group Leaders.
- To authorize any communication and all cooperation with the Austrian accreditation board.
- To perform all duties described for the Deputy Technical Manager and the Service Group Leaders, when it is necessary to substitute for them.

### Education and Experience:

- PhD or equivalent advanced degree in physical, chemical or nuclear sciences or engineering.
- At least 10 years of experience in radiation safety monitoring management, including several years in a managerial position.

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- Experience and/or exposure at international level.
- Proven planning and organizing skills
- Good communication skills in English

The Technical Manager supervises all other staff members of the testing laboratory.

## **5.2 DEPUTY TECHNICAL MANAGER**

Besides other duties for the Agency, the Deputy Technical Manager is responsible for the day to day operation of the lab and reports to the technical manager.

### **Assignment:**

- To provide for the operation of the installed testing laboratory, under the guidance of the Technical Manager and in cooperation with the Service Group Leaders.
- To assure that the activities within the Testing Laboratory follow the rules of the Agency as well as the requirements of the implemented quality management system.
- To decide, in consultation with the Service Group Leaders on the measurement and assessment methods needed to deliver the service.
- To foster continuous improvement of the delivered services.
- To authorize the respective working instructions.
- To check and approve all procedures within the quality management system.
- To assist the technical manager in recruiting and managing personnel for the testing laboratory.
- To provide for radiation protection training to testing laboratory personnel.
- To supervise purchase, maintenance and calibration of suitable radiation protection monitoring equipment and updating of the inventory data base.
- To maintain suitable protective resources for Agency activities.
- To provide radiation protection training.
- To issue/approve/sign dose reports.
  - To inform the Technical Manager about unusual occurrences and basic problems.

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**Authorization:**

- To approve visits to the laboratory for customer's representatives and inform them of any delays or major deviations in the performance of tests.
- To decide on and inform the customer of acceptance or denial of a managerial complaint.
- To distribute personnel according to the workload in accordance with the Service Group Leaders and the co-operating Departments.
- To initiate internal quality audits to check specific procedure.

**Education and Experience:**

- PhD or equivalent advanced degree in physical, chemical or nuclear sciences or engineering.
- Education or training in radiation protection.
- At least 5 years of experience in Occupational Radiation Protection Monitoring, including several years in a managerial position.
- Experience as manager at national or international level.
- Proven planning and organizing skills.
- Good communication skills in English.
- Established experience of a quality management preferred.

The Deputy Technical Manager is under the supervision of the Technical Manager and supervises all other staff besides the IT supporter and the quality manager.

**5.3 SERVICE GROUP LEADER**

The Service Group Leader is responsible for the technical and personnel arrangement of the day to day service.

The Individual Monitoring Service Group Leader supervises the External Monitoring Technicians, the Direct and Indirect Internal Monitoring Technicians (WBC and UAL technician) and the Individual Monitoring Administrative Clerk.

The Operational Service Group Leader supervises the Workplace Monitoring Technicians, the Equipment Assistant and the Equipment Clerks.

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**Assignment:**

- To supply the services for Radiation Protection as called for in the Agency statute.
- To support, according to established contracts the Directors in Charge, with radiation protection monitoring, training and advice.
- To maintain suitable protective resources for Agency activities.
- To decide on instruments necessary for the measurement methods used for monitoring and to maintain their capabilities.
- To keep the quality management system operational within the Service Group.
- To approve all Working Instructions for the Service Group.
- To issue/approve/sign all necessary reports as described within Procedures and Working Instructions applicable within the Service Group.
- To issue/approve/sign dose reports within the activities of the Service Group in the absence of the Deputy Technical Manager.
- To inform the (Deputy) Technical Manager and the Quality Manager, about problems or unusual occurrences in the operation of the Service Group.
- To plan the training for technicians and assess the training results.
- To test and authorize staff to perform specific methods.
- To supervise the operation of the laboratories within the Service Group.
- To organize the work flow in the Service Group.

**Authorization:**

- To propose the measurement methods, including necessary equipment and supplies, to be used within the Service Group to deliver the service.
- To improve existing measurement methods and to develop new ones.

**Education and Experience:**

- Advanced degree in physical, chemical or nuclear sciences or engineering.
- At least 3 years of experience in Occupational Radiation Protection Monitoring.
- Proven planning and organizing skills.
- Good communication skills in English.
- Proven knowledge of quality management principles.

The Service Group Leader acts under the supervision of the Deputy Technical Manager and supervises staff assigned to the respective Service Group.

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## STAFF

Staff members have to familiarize themselves with the content of the quality management documentation that relate to their specific tasks.

They have to use the information provided in the quality management documentation as a basis for their work in the testing laboratory. Deviations from the prescribed ways of doing specific tests, if deemed necessary, have to be authorized in advance by the responsible supervisor.

In addition, staff members must refrain from performing tests not described in an authorized procedure within the quality management system of the testing laboratory and have to inform the supervisor and the quality manager, about problems or unusual occurrences.

Staff members are encouraged to propose improvement actions to the quality management system; either to the managerial or to the technical part; through proposing new procedures/working instructions or revisions to existing ones. They shall be fully trained in the relevant working instructions and re-trained whenever a revision is made. They have the right to be consulted whenever specifications for new measurement instruments, methods or changes in laboratory layouts are discussed and decided.

**All staff members of the testing laboratory are not only free of undue influence in connection with their work (may it be of a financial nature or personal pressure), but have the obligation to report any attempt of such occurrence to their supervisors or to the quality manager.**

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## **EXTERNAL DOSIMETRY LABORATORY TECHNICIAN AND ASSISTANT**

The EDL Technician/Assistant operate the methods of external individual monitoring according to their authorization observing the description in the procedures and working instructions of the quality management documentation.

### **Assignment:**

- To familiarize with and use the information provided in the documentation consisting of the quality manual, procedures, working instructions and authorized external documents as a basis for work in the testing laboratory.
- To report results of measurement methods to the respective Service Group Leader in the way described in the relevant working instruction.
- To support the Service Group Leader in developing new or in improving existing measurement methods.
- To operate the existing equipment, to bring new equipment into operation and to plan and perform necessary calibrations and instrument checks according to established working instructions.
- To keep all records, according to nomination in a working instruction.
- To participate in intercomparison exercises as required by the Service Group Leader.
- To operate the computers including standard office software and specially developed software packages, after training, according to data security regulations.
- To inform the supervisor and the quality manager, about problems or unusual occurrences.
- To report any attempt of undue influence to the supervisor or to the Quality Manager.

### **Authorization**

- To organize the workflow under the supervision of the Service Group Leader.
- To propose/draft new working instructions or revisions to existing ones.
- To ask for working instructions to be supplied if deemed needed.
- To ask for any additional training to adapt to new measurement methods or new measurement equipment.
- To organize and perform calibration of the measurement equipment if trained to do so.
- To organize or perform maintenance of the measurement equipment if trained to do so.



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- To organize calibration and maintenance/ repair of the measurement equipment by third parties, if necessary with support by Service Group Leader, Deputy Technical Manager or Technical Manager.
- To support the Service Group Leader on purchase and disposal of equipment.

**Education and Experience:**

- Basic education in a technical profession on a higher schooling level.
- Special training in or working experience of Occupational Radiation Protection Monitoring.
- Planning and self organizing skills.
- Communication skills in English.
- Knowledge of quality management principles

The External Monitoring Technician/Assistance work under the supervision of the Individual Monitoring Service Group Leader. They have no supervision tasks.

**5.4 WHOLE BODY COUNTER LABORATORY TECHNICIAN**

The WBC Laboratory Technician is responsible for the Whole Body Counting measurements according to his/her authorization observing the established and documented methods.

**Assignment:**

- To perform Whole Body Counting measurements according to established working instructions.
- To maintain data bases and to report the measured activities to the Service Group Leader .
- To report results of measurement methods to the respective Service Group Leader in the way described in the relevant working instruction.
- To operate the existing equipment, bring new equipment into operation and plan and perform necessary calibrations and instrument checks according to established working instructions.
- To participate in intercomparison exercises as required by the Service Group Leader.

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- To support the Service Group Leader in developing new or improving existing measurement methods and their validation and documentation.
- To operate the computers including standard office software and specially developed software packages, after training, according to data security regulations.
- To inform the supervisor and the quality manager, about problems or unusual occurrences.
- To report any attempt of undue influence to the supervisor or to the Quality Manager.

**Authorization:**

- To organize the workflow under the supervision of the Service Group Leader and in cooperation with the Administrative Clerk.
- To propose/draft new working instructions or revisions to existing ones.
- To ask for working instructions to be supplied if deemed needed.
- To ask for any additional training to adapt to new measurement methods or new measurement equipment.
- To organize and perform calibration of the measurement equipment if trained to do so.
- To organize or perform maintenance of the measurement equipment if trained to do so.
- To organize calibration and maintenance/ repair of the measurement equipment by third parties, if necessary with support by Service Group Leader, Deputy Technical Manager or Technical Manager .
- To support the Service Group Leader on purchase and disposal of equipment.

**Education and Experience:**

- Basic education in a technical profession on a higher schooling level.
- Special training in or working experience of Occupational Radiation Protection Monitoring.
- Planning and self organizing skills.
- Communication skills in English.
- Knowledge of quality management principles.

The WBC Laboratory Technician works under the supervision of the Individual Monitoring Service Group Leader. He/She has no supervision tasks.

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## 5.5 URINE ANALYSIS LABORATORY TECHNICIAN

The Urine Analysis lab Technician is responsible for operating the Urine Analysis Laboratory including chemical sample preparation and measurements according to according to his/her authorization observing the established and documented methods.

### Assignment:

- To operate the urine analysis laboratory according to the documented instructions.
- To keep all records generated during sample preparation and measurements.
- To report results of measurement methods to the respective Service Group Leader in the way described in the relevant working instruction.
- To operate the existing equipment, bring new equipment into operation and plan and perform necessary calibrations and instrument checks according to established working instructions.
- To participate in intercomparison exercises as required by the Service Group Leader.
- To support the Service Group Leader in developing new or improving existing measurement methods and their validation and documentation.
- To operate the computers including standard office software and specially developed software packages, after training, according to data security regulations.
- To inform the supervisor and the quality manager, about problems or unusual occurrences.
- To report any attempt of undue influence to the supervisor or to the Quality Manager.

### Authorization:

- To organize the workflow under the supervision of the Service Group Leader and in cooperation with the Administrative Clerk.
- To propose and assist in procuring new calibration standards.
- To propose/draft new working instructions or to propose/draft revisions to existing ones.
- To ask for working instructions to be supplied if deemed needed.
- To ask for any additional training to adapt to new measurement methods or new measurement equipment.

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### **Education and Experience:**

- Basic education in a chemical profession on a higher schooling level.
- Special training in or working experience of Occupational Radiation Protection Monitoring.
- Planning and self organizing skills.
- Communication skills in English.
- Knowledge of quality management principles.

The Urine Analysis Laboratory Technician works under the supervision of the Individual Monitoring Service Group Leader. He/She has no supervision tasks.

## **5.6 WORKPLACE MONITORING TECHNICIAN**

The Workplace Monitoring Technician performs surveys, measurements and support functions in the Seibersdorf Laboratories and in the Safeguards Analytical Laboratories according to his/her authorization observing the established and documented methods.

### **Assignment:**

- To operate the necessary check and control activities in both laboratories according to the documented instructions.
- To report the generated results to the supervisor according to established working instructions.
- To keep all records generated during measurements.
- To organize and perform calibration and maintenance of the measurement equipment if trained to do so.
- To organize calibration and maintenance/ repair of the measurement equipment by third parties, if necessary with support by Service Group Leader, Deputy Technical Manager or Technical Manager.
- To co-ordinate in case of foreseen absence, proper back-up cover of his duties by other qualified and authorized staff of the testing laboratory.
- To refrain from performing tests not described in an authorized procedure within the quality management system.

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<b>FUNCTIONS IN THE TESTING LABORATORY</b>				

- To participate in intercomparison exercises as required by the Service Group Leader.
- To support the Service Group Leader in developing new or improving existing measurement methods and their validation and documentation.
- To operate the computers including standard office software and specially developed software packages, after training, according to data security regulations.
- To inform the supervisor and the quality manager, about problems or unusual occurrences.
- To report any attempt of undue influence to the supervisor or to the Quality Manager.
- To operate the equipment database.

**Authorization:**

- To organize the workflow under the supervision of the Service Group Leader.
- To propose and assist in procuring new calibration standards.
- To propose/draft new working instructions or to propose/draft revisions to existing ones.
- To ask for working instructions to be supplied if deemed needed.
- To ask for any additional training to adopt to new measurement methods or new measurement equipment.

**Education and Experience:**

- Basic education in a technical profession on a higher schooling level.
- Special training in or working experience of occupational radiation protection monitoring.
- Planning and self organizing skills.
- Communication skills in English.
- Knowledge of quality management principles.

The Workplace Monitoring Technicians work under the supervision of the Operational Service Group Leader. They have no supervision tasks.

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### **5.7 INDIVIDUAL MONITORING ADMINISTRATIVE CLERK**

The Individual Monitoring Administrative Clerk cooperates in the service offered for individual monitoring with support of internal communication, transfer of samples and all clerical work needed.

#### **Assignment:**

- To keep records for all individuals evaluated.
- To enter the personal data in the databases.
- To introduce the information into the dose management system.
- To send the reports to the customers.
- To deliver dosimeters to customers.
- To arrange the dosimeters on the boards.
- To hand over dosimeters to the customers.

#### **Authorization:**

- To organize the workflow under the supervision of the Service Group Leader.
- To propose/draft new working instructions or to propose/draft revisions to existing ones.
- To ask for working instructions to be supplied if deemed needed.
- To ask for any additional training to adapt to new measurement methods or new measurement equipment.

#### **Education and Experience:**

- Completed secondary education and at least five years of relevant experience in data management.
- Knowledge and extensive practical experience in data management, related office software and the Microsoft Windows operating environment
- Proven skills to set priorities, observe deadlines and process a high volume of transactions; ability to use initiative and organize work independently.
- Ability to work accurately for sustained periods on computer, pay close attention to detail and adapt to constantly changing demands under pressure.
- Ability to draft and communicate effectively in English.

The Individual Monitoring Administrative Clerk works under the supervision of the Individual Monitoring Service Group Leader. She/he has no supervision tasks.

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## **5.8 EQUIPMENT ASSISTANT**

The Equipment Assistant organizes the workflow of monitoring incoming Safe Guards equipment for radioactive contamination and is actively participating in operating the relevant measuring methods.

### **Assignment:**

- To manage the SG equipment receiving laboratory.
- To monitor the needs of SG staff in Headquarters and in the field for new services .
- To propose new measurement methods to fulfil newly established needs.
- To perform contamination checks of all types of incoming equipment, which has been in use in areas having potential radioactive contamination risks.
- To perform decontamination and organize safe disposal of radioactive waste.
- To support the documentation of all measurements performed.
- To cooperate in maintaining the Equipment Management and Information System (EMIS) up to date by entering data.
- To cooperate in updating relevant databases for equipment (seals, environmental samples).
- To follow up on observed non-conformances in the operated measurement methods.
- To supervise the Equipment Clerks.
- To keep all records, according to nomination in a working instruction.
- To participate in intercomparison exercises as required by the Service Group Leader.
- To operate the computers including standard office software and specially developed software packages, after training, according to data security regulations.
- To inform the supervisor and the quality manager, about problems or unusual occurrences.
- To report any attempt of undue influence to the supervisor or to the Quality Manager.

### **Authorization:**

- To organize the workflow under the supervision of the Service Group Leader.
- To decide on equipment contamination based on established release limits and the knowledge of result uncertainty within the operated measurement method.

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- To decide on the necessity of keeping equipment for decontamination according to established release limits.
- To decide on the economical feasibility of equipment decontamination.
- To decide on the optimum process of equipment decontamination to minimise unwanted impact on equipment functionality.
- To decide on equipment distribution after the contamination check.
- To propose/draft new working instructions or to propose/draft revisions to existing ones.
- To ask for working instructions to be supplied if deemed needed.
- To ask for any additional training to adapt to new measurement methods or new measurement equipment.
- To organize and perform calibration of the measurement equipment if trained to do so.
- To organize or perform maintenance of the measurement equipment if trained to do so.
- To organize calibration and maintenance/ repair of the measurement equipment by third parties, if necessary with support by Service Group Leader, Deputy Technical Manager or Technical Manager.
- To support the Service Group Leader on purchase and disposal of equipment.

#### **Education and Experience:**

- Secondary or post secondary school education.
- Studies in electronics, mechanics or engineering (community college or HTL).
- Basic training in radiation measurement.
- Basic training in radiation protection.
- General experience in operating desktop computers.
- Good command of the English language.
- Ability to supervise and coordinate the work of a number of support service positions.

The Equipment Assistant works under the supervision of the Operational Service Group Leader. He/She has to supervise the Equipment Clerks.



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## **5.9 EQUIPMENT CONTAMINATION MONITORING TECHNICIAN**

The Equipment Clerk supports the Equipment Assistant in the contamination monitoring of incoming Safeguards equipment.

### **Assignment:**

- To perform contamination checks of all types of incoming equipment and supplies, which has been in use in areas having potential radioactive contamination risks.
- To perform contamination checks of all types of outgoing equipment, which is written off from the Safeguards inventory and removed from IAEA premises.
- To perform contamination checks on seals which have been in use in areas having potential radioactive contamination risks.
- To perform contamination checks on environmental samples.
- To perform decontamination and organize safe disposal of radioactive waste.
- To support the documentation of all measurements performed.
- To cooperate in maintaining the Equipment Management and Information System (EMIS) up to date by entering data.
- To cooperate in updating relevant databases for equipment (seals, environmental samples).
- To keep all records, according to nomination in a working instruction.
- To participate in intercomparison exercises as required by the Service Group Leader.
- To operate the computers including standard office software and specially developed software packages, after training, according to data security regulations.
- To inform the supervisor and the quality manager, about problems or unusual occurrences.
- To report any attempt of undue influence to the supervisor or to the Quality Manager.

### **Authorization:**

- To organize the workflow under the supervision of the Service Group Leader and the Equipment Assistant.
- To decide on equipment contamination based on established release limits and the knowledge of result uncertainty within the operated measurement method.
- To decide on the necessity of keeping equipment for decontamination according to established release limits.

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- To propose/draft new working instructions or to propose/draft revisions to existing ones.
- To ask for working instructions to be supplied if deemed needed.
- To ask for any additional training to adapt to new measurement methods or new measurement equipment.

**Education and Experience:**

- Secondary or post-secondary school education.
- Basic training in radiation protection.
- General experience in operating desktop computers.
- Good command of the English language.

The Equipment Clerk works under the supervision of the Operational Service Group Leader and the Equipment Assistant. She/he has no supervision tasks.

**5.10 IT SUPPORTER**

The IT supporter is supporting the testing laboratory with running the laboratory internal network as well as the backup and archive server, advice on IT matters and minor trouble shooting tasks.

**Assignment:**

- To setup, maintain and troubleshoot the testing laboratory's internal computer network, the central server and the client computers in this network.
- To setup any additional functionality in the testing lab computers, which is not installed by Division of Information Technology (MTIT) technicians.
- To provide desktop support for all workstations in the laboratory.
- To operate and troubleshoot database projects.
- To maintain integrity of accounts and data on the file server and to perform recovery when needed.
- To setup the equipment database and the equipment inventory for tracking purposes.

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**Authorization:**

- To organize the workflow under the supervision of the Technical Manager.
- To propose/draft new working instructions or to propose/draft revisions to existing ones.
- To ask for working instructions to be supplied if deemed needed.
- To ask for any additional training to adapt to new measurement methods or new measurement equipment.
- To research new technologies and to present recommendations and justifications on hardware and software purchases based on this research.
- To identify opportunities for introduction of new technology to increase the efficiency of laboratory operation.
- To organize service outages and necessary software updates for the network, the server computer and databases.

**Education and Experience:**

- Higher level degree in computer science or a combination of self-study/training with relevant experience at international level
- At least five years experience with Windows server administration
- Certification on MS Windows Server 2000 and SQL 2000 or later versions
- Good understanding of Windows 2000 (or later versions) Active Directory
- Strong interpersonal skills and ability to establish and maintain effective partnerships and working relations with people in a multicultural, multi-ethnic environment with sensitivity and respect for diversity.
- Strong communication (spoken and written) skills, including the ability to advise and train users and to effectively prepare specifications and other written reports documentation in a clear, concise style;
- Willingness to keep abreast of new developments in the field of information technology

The IT Supporter works under the supervision of the Technical Manager. He/She has no supervision tasks.

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### 5.11 SECRETARY

The Secretary to the Technical Manager of the testing Laboratory is supporting the activities of the administration tasks.

#### **Assignment:**

- To provide administrative and clerical support to the office of the Technical Manager.
- To log in incoming mail, and when necessary compile background information.
- To schedule appointments.
- To route information copies to concerned staff, draft correspondence.
- To edit technical documentation, organizing and maintaining section files.
- To maintain staff individual data in view of personnel action in collaboration with Administrative Assistant.
- To assist the Technical Manager in preparation of budget information sheets.
- To process and monitor procurement requests.
- To update corresponding database.
- To provide the Technical Manager on a regular basis reports on status of expenditures, to ensure full implementation of the budget.

#### **Authorization:**

- To organize the workflow under the supervision of the Technical Manager.
- To propose/draft new working instructions or to propose/draft revisions to existing ones.
- To ask for working instructions to be supplied if deemed needed.
- To ask for any additional training to adapt to new measurement methods or new measurement equipment.

#### **Education and Experience:**

- Completed secondary education. Formal secretarial training desirable.
- At least five years of secretarial experience, preferably in an international environment.
- Extensive experience in the use of standard software application such as Microsoft Office (Outlook, Word, Excel, PowerPoint).
- Good communication skills to deal with staff at different levels.
- Good organizing skills to deal independently with daily tasks and to meet deadlines.

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- Working knowledge of an automated travel system such as ATLAS

The Secretary works under the supervision of the Technical Manager. He/She has no supervision tasks.

## **5.12 QUALITY MANAGER**

The quality manager of the testing laboratory is responsible for the administrative tasks of quality management and supplies quality management training and support to all staff.

### **Assignment:**

- To establish and update the quality management system and to ensure compliance with the relevant quality standard of any document within the QM system.
- To keep all records (e.g. internal and external audit reports, quality policy, quality goals, protocols of management reviews, reports of non-compliance, equipment list) originating through the administration of the QM system.
- To organize and supervise the quality audits, to write a quality report annually and to organize the management review.
- To provide training and assistance in quality matters to all members of testing laboratory staff. (e.g. internal and external audit reports, quality policy, quality goals, protocols of management reviews, reports of non-compliance, equipment list).
- To consult external documents (e.g.: laws, state decrees, standards related to quality management, etc.), which may influence the services provided by the testing laboratory and incorporate any changes deemed necessary into the Quality Management System.

### **Authorization:**

- To organize the workflow under the supervision of the Technical Manager.
- To draft new procedures and working instructions or revisions to existing ones.
- To ask for any additional training to adapt to new developments in quality management if necessary.
- To represent the testing laboratory, after consultation with the Technical Manager, in crosscutting QM bodies established internally in the Agency.

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<b>FUNCTIONS IN THE TESTING LABORATORY</b>				

- To represent the testing laboratory, after consultation with the Technical Manager, in cooperation and discussions with other organizational units within the Agency.
- To represent the testing laboratory, after consultation with the Technical Manager, in dealings with external organizations.
- To represent the testing laboratory, after consultation with the Technical Manager, in dealings with the accreditation authority.

**Education and Experience:**

- Secondary or post secondary school education.
- Certified training as a quality manager.
- Five years experience in operating the quality management system of a testing laboratory.
- Extended knowledge in office software and ability to operate database applications.
- Basic knowledge in occupational radiation protection principles and measurement methods
- Strong interpersonal skills and ability to establish and maintain effective partnerships and working relations with people in a multicultural, multi-ethnic environment with sensitivity and respect for diversity.
- Strong communication (spoken and written) skills, including the ability to advise and train users and to effectively prepare specifications and other written reports documentation in a clear, concise style.

The quality manager works under the supervision of the Technical Manager. He/She has no supervision tasks.

**6 RECORDS**

Signed copy of the function description for each staff member to be kept by the Quality Manager.