



# Find your purpose. Make an impact.

## Team Lead, Lab Operations

If you are committed to public service, enjoy collaborating with others, share our values and have a desire to learn and grow, join [The City of Calgary](#). City employees deliver the services, run the programs and operate the facilities which make a difference in our community. We support work-life balance, promote physical and psychological safety, and offer competitive wages, pensions, and [benefits](#). Together we make Calgary a great place to make a living, a great place to make a life.

The City is committed to fostering a respectful, inclusive and equitable workplace which is representative of the community we serve. We welcome those who have demonstrated a commitment to upholding the values of equity, diversity, inclusion, anti-racism and reconciliation. Applications are encouraged from members of groups that are historically disadvantaged and underrepresented. Accommodations are available during the hiring process, upon request.

As the Team Lead, Lab Operations, you will contribute to building a cohesive and collaborative culture that supports customer service and embodies a philosophy of trust, communication, and participation. You will lead the overall direction, planning, management and delivery of operational services for key customers of the Water Quality and Regulatory Assurance (WQRA) division. Primary duties include:

- Manage all aspects of people resources in your area, including workloads, schedules, and priorities.
- Coach and mentor employees to create and nurture a working environment that engages and develops staff.
- Lead your team to meet high safety standards, deliver on Service Level Agreements, and ensure WQRA laboratories maintain ISO/IEC 17025 accreditation.
- Lead opportunities for improvement that support efficiency and effectiveness and facilitate workforce and leadership development.

### Qualifications

- A completed 2-year diploma in Chemistry, Biology, or a related environmental discipline and at least 8 years of experience in a laboratory setting.
- Experience and knowledge of laboratory operations, quality management systems, and the water utility business, including regulatory, safety, financial, technology and technical capability, are essential.
- Formal training or certification in customer service, project management, and coaching and supervising staff would be considered an asset.
- The successful candidate will demonstrate strong abilities in operational leadership, critical thinking, collaboration, relationship building, customer focus, communication, project management, and change leadership.

### Pre-employment Requirements

- Applicants will be tested for appropriate skills.
- Successful applicants must provide proof of qualifications.

### Position and Pay Information

**Business Unit:** Water Services

**Union:** Exempt

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**Position Type:** 1 Permanent

**Compensation:** Level A2 \$115,627 - 144,534 per annum

**Hours of work:** Standard 35 hour work week

**Days of work:** This position works a 5-day work week with 1 day off in a 3 week cycle.

**Location:** Various

**Audience:** Internal/External

**Apply By:** May 1, 2026

**Job ID:** 314263

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