LABORATORY OPERATIONS

Laboratory Manager

JD NUMBER	REVISION	FLSA STATUS
JD-GEN-03	**Rev 1 · 2026-06-21**	**Exempt**
REPORTS TO	**PAY GRADE**	**LOCATION**
Chief Operating Officer	**M1**	**Phoenix, AZ — occasional travel to customer sites for on-site calibration oversight**

SUPERVISES
Assistant Laboratory Manager, Metrology Engineer, Senior Calibration Technician, Lead Calibration Technician, Field Service Coordinator, Customer Service Representative

POSITION SUMMARY

The Laboratory Manager is the senior technical authority for FCI's calibration operations and holds primary responsibility for the technical competence, throughput quality, and workflow efficiency of the calibration laboratory. This role serves as a designated authorized signatory for calibration certificates within FCI's accredited scope and is accountable for maintaining the traceability of all measurement standards, the competency of all calibration personnel, and the integrity of calibration data from receipt to certificate issuance. The Laboratory Manager works in close coordination with the QA Manager to ensure all laboratory activities conform to ISO/IEC 17025:2017 and FCI's Quality Management System.

ISO/IEC 17025:2017 Alignment	Clause 6.2 — Personnel competence, training, and authorization; Clause 6.3 — Facilities and environmental conditions; Clause 6.4 — Equipment (reference standards management, calibration status, out-of-tolerance reporting); Clause 6.5 — Metrological traceability; Clause 7 — Process requirements (sampling, method selection, uncertainty evaluation, calibration records, reporting); Clause 8.6 — Continual improvement inputs from technical operations.
FCI Quality Program	Participates in internal audits as auditee and subject-matter expert for technical clauses; reviews and approves calibration procedures and work instructions for technical accuracy prior to QA Manager's document-control approval; leads root-cause analysis for out-of-tolerance (OOT) findings and initiates CARs for systemic technical non-conformances; approves the reference standards recall and traceability renewal schedule.

ESSENTIAL DUTIES & RESPONSIBILITIES

- Plan, schedule, and direct all laboratory calibration activities across FCI's accredited disciplines to meet customer-committed turnaround times (TAT) and workload demand.
- Serve as authorized signatory on FCI calibration certificates within the accredited scope; review and approve certificate content for technical accuracy, measurement uncertainty statement completeness, and compliance with ILAC P14 and Decision Rules per ILAC G8 as applicable.

- Manage FCI's reference standard inventory — maintain calibration due-date tracking, initiate re-calibration purchase orders to NMI-traceable providers, verify received calibration certificates for traceability chain integrity, and update the traceability register.
- Develop and maintain calibration procedures, method validation records, and uncertainty budgets for all disciplines within the accredited scope; author scope expansion technical packages for IAS submission.
- Recruit, train, mentor, and formally authorize calibration technicians across the T1–T4 ladder; document competency evaluations in personnel qualification records per Clause 6.2.
- Conduct or oversee equipment acceptance testing for new reference standards and test equipment; generate acceptance records and ensure entries in the equipment register (asset tags, calibration status stickers, LIMS entries) are completed before first use.
- Review and disposition all Out-of-Tolerance (OOT) and Out-of-Service (OOS) findings; assess impact on previously issued calibration certificates and notify affected customers per FCI's nonconforming work procedure.
- Manage the on-site calibration (field service) program in coordination with the Field Service Coordinator; review field service reports for technical completeness and authorize certificate issuance for field work.
- Monitor environmental conditions in calibration areas (temperature, humidity, cleanliness) via the facility monitoring log; authorize work suspension when conditions fall outside controlled limits.
- Prepare and present the laboratory operations report at each management review, including productivity metrics, OOT trends, proficiency testing results, and scope utilization data.
- Coordinate with the Field Service Coordinator and CSR to manage customer equipment intake quality — verify that received equipment is correctly identified, photographed, and logged into MET/TEAM before assignment to technicians.
- Evaluate and recommend capital equipment acquisitions and reference standards upgrades to the COO, with technical justification linked to capability gaps or new customer requirements.

REQUIRED QUALIFICATIONS

- Bachelor's degree in Physics, Electrical Engineering, Mechanical Engineering, Metrology, or a closely related physical science; or equivalent combination of formal education and 10+ years of calibration laboratory experience.
- Minimum 5 years of progressive calibration laboratory experience, with at least 2 years in a supervisory or lead technical role.
- Demonstrated expertise in measurement uncertainty evaluation (GUM methodology) and metrological traceability chain documentation.
- Working knowledge of ISO/IEC 17025:2017 across both technical and management system clauses; experience functioning as a technical point of contact during accreditation body assessments.
- Proficiency in MET/TEAM, Fluke MET/CAL, or equivalent LIMS/software environment.
- Competency in at least two calibration disciplines (e.g., DC/LF Electrical, RF/Microwave, Dimensional, Pressure, Temperature, Torque, Mass) within which FCI is accredited.
- Strong leadership, written communication, and interpersonal skills sufficient to direct a multi-technician calibration team.

PREFERRED QUALIFICATIONS

- U.S. military PMEL (Air Force) or TMDE (Army/Marine Corps/Navy CALIB) supervisory experience — strongly preferred.
- ASQ Certified Calibration Technician (CCT) or equivalent credential.

- Experience operating within an IAS CL- or A2LA-accredited calibration laboratory.
- Proficiency in electrical calibration using Fluke 5700A/5720A multifunction calibrators or equivalent primary-level standards.
- Experience authoring technical scope expansion submissions to an ILAC-member accreditation body.
- Familiarity with ANSI/NCSL Z540-3, ILAC G8:09/2019 decision rules, and JCGM 100:2008 (GUM) uncertainty framework.

PHYSICAL DEMANDS & WORK ENVIRONMENT

Physical demands	Regularly required to stand, walk, and work at bench level within the calibration laboratory. Must be able to lift and position calibration artifacts and reference standards up to 50 lb with or without assistance. Requires manual dexterity for handling precision instruments, fine connector interfaces, and ESD-sensitive equipment. Color vision adequate to read resistor color codes and wiring labels required.
Work environment	Climate-controlled metrology laboratory (20±2°C, 40±10% RH in primary calibration areas). Lab environment includes energized AC/DC electrical equipment, RF signal sources, precision pressure standards, and mechanical measurement artifacts. PPE (ESD wrist straps, safety glasses) required in active calibration bays. Occasional travel (up to 15%) to customer sites for field calibration oversight.

SCOPE OF DUTIES

This position description is not exhaustive. The employee is expected to perform other duties and responsibilities as required to support Field Calibrations, Inc.'s operations, its accreditation, and its customers. Responsibilities and duties will evolve based on acquired skills, completed training, business needs, and opportunities identified by leadership. This position offers growth opportunities within Field Calibrations, Inc. for employees who demonstrate initiative, reliability, and continued professional development. Management retains the right to add, remove, or modify duties and responsibilities at any time to support the operational, quality, and strategic goals of Field Calibrations, Inc.

EQUAL EMPLOYMENT OPPORTUNITY

Field Calibrations, Inc. is an equal opportunity employer. We do not discriminate on the basis of race, color, religion, national origin, sex, age, disability, veteran status, sexual orientation, gender identity, or any other protected status.

VETERAN HIRING PREFERENCE

Field Calibrations, Inc. observes a veteran hiring preference across all positions. Qualified veterans and transitioning service members are strongly encouraged to apply and will receive preferential consideration consistent with applicable state and federal law and FCI hiring policy.

APPLICANT ACKNOWLEDGMENT

By signing below, I confirm that I have read this job description and understand the duties, qualifications, and working conditions of this position.

Signature _____ Date _____

Printed name _____