



# Charles County Sheriff's Office



To perform this job successfully, an individual must be able to perform the essential job functions satisfactorily. Reasonable accommodations may be made to enable individuals with disabilities to perform the primary job functions herein described. Since every duty associated with this position may not be described herein, employees may be required to perform duties not specifically spelled out in the job description, but which may be reasonably considered to be incidental in the performing of their duties just as though they were actually written out in this job description.

## QUALITY ASSURANCE MANAGER

<b>Division:</b>	<b>Criminal Investigations</b>
<b>Section:</b>	<b>Forensic Science</b>
<b>Pay Grade:</b>	<b>114</b>
<b>FLSA Status:</b>	<b>Non-Exempt</b>
<b>Classification:</b>	<b>Full-Time</b>
<b>Date of Commanders Review:</b>	<b>March 2026</b>
<b>Date Last Modified:</b>	<b>March 2026</b>

### JOB SUMMARY

This **critical** position involves the coordination of the activities which are required to ensure quality forensic analysis services as set forth by COMAR 10.51.01-10.51.07. Works relative to a variety of technical and scientific duties to include documenting investigations, recovering and processing physical evidence, documenting crime scenes through notes, photography and 3D scans; performing functionality testing of firearms, and completing NIBIN acquisitions and serial number restoration.; attending autopsies, transporting forensic evidence to various laboratories, and providing testimony in court proceedings. The employee receives supervision from, and reports directly to, the **FSS Supervisor, Forensic Science Section.**

### ESSENTIAL JOB FUNCTIONS

- Receives, documents, and processes evidence collected by other members of this Agency as well as outside agencies using chemicals, powder, photographic equipment, and digital investigative tools.
- Recovers and preserves evidence from crime scenes, suspects and victims using proper techniques as outlined in various written directives of this Agency, as well as multiple federal regulatory agencies.
- Documents investigations with photographs, and notes, recovery of physical evidence, FARO scans and sketches of crime scenes.
- Prepares written reports for all casework assignments in a timely and efficient manner and maintains accurate documentation for all cases worked.

- Conducts major crime scene searches under a variety of conditions to recover critical forensic evidence.
- Processes evidence for latent fingerprints using various chemical, photographic, and digital methods.
- Operates and maintains digital photo and video laboratory and equipment.
- Transfers digital evidence photographs to the Digital Management System.
- Attends autopsies to document, photograph, and recover evidence from victims/suspects of crimes. This includes fingerprinting the decedent(s), and collecting and transporting evidence received from the Office of the Chief Medical Examiner.
- Reviews and submits all eligible forensic casework with the State laboratory for Firearms/ DNA, Trace, CDS and/or Toxicology analysis. In this regard, must understand relevance of the evidence and its impact to the investigation.
- Transports and maintains accurate chain of custody of forensic evidence to other federal, state, and local crime labs for additional analysis.
- Gathers information, notes, reports, and other documents and provides them to the State's Attorney as needed for the prosecution of cases.
- Appears in court to present evidence on cases investigated and to testify against persons accused of committing crimes. Testifies in court and at other proceedings in a clear, well-organized, and logical manner to accurately provide information describing events, objects, processing methods, and evidence associated with a case.
- Assists in securing and managing crime scenes by limiting access until evidence can be properly collected, preserved, and documented.
- Maintains proficiency with the Test Shot Program including the ability to test fire a variety of weapons for functionality.
- Maintains proficiency and certification on the National Integrated Ballistics Information Network (NIBIN) to enter all test-fired cartridge cases or crime scene cartridge cases into NIBIN.
- Performs Serial Number Restoration on evidentiary items requiring restoration of any obliterated markings to include vehicles, firearms, tools, etc. In this capacity, per COMAR, must attain certification and pass annual proficiency.
- Responds to and fulfills Discovery Requests for digital evidence housed within DIMS.
- Serves as a Field Training Officer (FTO) to train new Technicians. Provides oversight as the trainee takes on independent casework.
- Assists in creating and revising the Technician training program for all trainees. Ensures trainees successfully complete all training concepts, and provides remedial support when required.
- Assists in creating and administering competency tests to the trainee on forensic concepts.
- Prepares, updates, and delivers a week-long certified course to patrol officers on advanced crime scene processing as a part of the Crime Scene Processors (CSP) program.
- Coordinates and assists with teaching and instruction including the preparation of training programs for the Agency in the form of in-service training for officers, new hires, and lateral transfers.
- Advises and instructs law enforcement officers and allied agencies on various methods used to process evidence at crime scenes, and its probative value.
- Assist the tri-county Southern Maryland Criminal Justice Academy by training police recruits. Therefore, must maintain a Maryland Police & Correctional Training Commission (MPCTC) trainer certification.
- Participates in community outreach programs such as the Citizen's Police Academy, the high school Criminal Justice Explorer's Program along with mentoring college interns.

- Demonstrates evidence of professional development through trainings and memberships in professional organizations.
- Attends and participates in meetings and training sessions as required.
- Performs complete, preventive, and required maintenance on assigned agency vehicle.

\*\* Under the authorization of the Supervisor/ Deputy Director of the Forensic Science Section, the Quality Assurance Manager:

- Establishes a comprehensive quality assessment system which includes quality control and quality assessment program which covers the forensic analyses performed.
- Responsible for the overall maintenance and operation of the laboratory's quality assurance program.
- Maintains pertinent documentation and records of quality assurance activities.
- Assists with quarterly and yearly audits for the Office of Professional Responsibility (OPR).
- Oversees the participation and usage of an approved proficiency test provider commensurate with the licensed forensic analysis services. This is to include the administration and evaluation of the proficiency testing.
- Maintains the proficiency records for all staff.
- Administers proficiency tests to staff on firearm functionality and water tank operability.
- Maintains the forensic laboratory's quality assurance program and the program manual.
- Evaluates instrument records for calibration, maintenance and validation.
- Reviews the standard operating procedures, internal audit records, training records, competency records, proficiency tests, management reviews and quality assurance documents are up to date and complete.
- Ensures all methods of testing, to include new methods and modifications are validated.
- Selects, trains and evaluates internal auditors.
- Investigates any technical problems and proposes any corrective or remedial actions that are needed. If remedial action is needed, verify that corrective or remedial actions have been implemented and the problem has been corrected.
- Assesses the adequacy of the records review activity for reports and case records.
- Documents all corrective actions taken when forensic analysis systems and procedures deviate from the forensic laboratory's established performance specification.
- Maintains records that demonstrate that proficiency testing samples are analyzed in the same manner as any other evidentiary specimen or sample received by the forensic laboratory for forensic analysis.
- Monitors courtroom testimony feedback of all testifying analysts.
- Performs internal bi-monthly property and case file audits.
- Prepares the laboratory for accreditation reviews, audits and inspections, to include: The Commission on Accreditation for Law Enforcement Agencies (CALEA), the Code of Maryland Regulations (COMAR), and the Minimum Required Operating Standards (MROS) assessment for sue of the National Integrated Ballistic Information Network (NIBIN).
- Maintains training records and resumes of all laboratory analysts.
- Investigates technical problems, recommends actions to be taken to alleviate problem(s), and to verify implementation of recommendation with scientific staff.
- In absence of the FSS Supervisor, may complete the technical and/or administrative review of laboratory reports as set forth by COMAR.
- Assists with crime scene supervision in the absence of the Supervisor or Deputy Director.
- Performs other related job duties as assigned.

## **QUALIFICATIONS**

### **Education and Experience:**

Per COMAR Section 10.51.06.09, employee must have a Bachelor's of Science degree or advanced degree in Forensic Science, Natural Science (such as Chemistry, Physics or Biology) or a subspecialty or Natural Science (such as Organic Chemistry, Biochemistry or Molecular Biology). Additionally, two (2) years lab or crime scene experience and (1) year of supervisory experience is preferred. Employee must complete a training program as determined by the laboratory director.

Employee must be in good standing, have demonstrated progressively responsible experience in their position, and have maintained a satisfactory job evaluation.

### **Licenses or Certifications:**

Must possess a valid driver's license.

Must possess or have the ability to obtain and maintain proficiency in Firearms Functionality, NIBIN Acquisition, and Serial Number Restoration.

### **Special Requirements / Qualifications:**

- Must perform work in accordance with sound safety practices.
- Must report for duty in a regular and punctual manner.
- Must work overtime and work varying hours on a rotating schedule including days, evenings, midnights, weekends, and holidays, as required. This includes frequent after hours call-outs.
- Must pass a comprehensive background investigation.
- Must pass random drug screening.

### **Knowledge, Skills and Abilities:**

- Knowledge of the principles and methods, rules and regulations found in the Standard Operating Procedures (SOP), and other manuals pertinent to the assigned job classification.
- Knowledge of Code of Maryland Regulations (COMAR) 10.51, Forensic Laboratories.
- Knowledge of techniques for recovering and preserving physical evidence to include understanding the proper collection, processing and preservation procedures for "touch" DNA evidence and wet DNA evidence.
- Knowledge of the rules of evidence.
- Knowledge in the use of office equipment such as a calculator, computer, fax, and copy machines.
- Skill in the use of a camera, printing enlargements, and digital and video photography.
- Skill in making effective presentations before large or small groups and the ability to testify in a court of law.
- Ability to supervise and train Forensic Science Technicians.

- Ability to recognize physical evidence, know its probative value and competently articulate case information.
- Ability to document investigations, including the recovery of physical evidence.
- Ability to train Forensic Science Technician I, as required.
- Ability to safely lift and carry up to 50 pounds.
- Ability to operate an assigned Agency motor vehicle, both day and night, in all weather situations and road conditions in a manner to expeditiously, yet safely arrive at a scene.
- Ability to learn names and locations of roads, buildings, and other landmarks in Charles County.
- Ability to utilize the senses of sight, hearing, smell, and touch.
- Ability to use crime scene technician equipment.
- Ability to understand oral and written instructions, to speak effectively and articulately, to demonstrate good listening skills, and to convey concern, understanding, and empathy.
- Ability to read and comprehend a variety of legal and non-legal documents, maps, and reference material to properly comply with organizational rules and procedures.
- Ability to read, write, comprehend, and speak English in a clear, effective manner, using proper pronunciation, diction, and grammar.
- Ability to meet and deal effectively with Agency and government personnel and the general public.
- Ability to arrive at effective decisions for routine situations.
- Ability to utilize a high level of discretion, good judgment, and confidentiality.
- Ability to maintain a high level of accuracy in assigned tasks.
- Ability to organize and determine priorities of diverse assignments.
- Ability to plan, organize, and effectively present ideas and concepts to groups.
- Ability to assimilate information from a variety of resources.
- Ability to analyze, evaluate, and select, often with limited information, the best course of action.
- Ability to write, compose, and develop documents, manuals, and other literature.
- Ability to read and comprehend various documents.
- Ability to maintain composure and work effectively in situations of on the job pressure.
- Ability to comprehend, understand, and adhere to, at all times, Agency policies, procedures, rules, and regulations.
- Ability to communicate effectively and coherently with other Agency personnel and the public, either in person or by telephone, by written report or memorandum, through radio communications or computer network.
- Ability to maintain proper care and maintenance of equipment and facilities designated for by Forensic Science Section personnel.
- Ability to enter and exit motor vehicles frequently and quickly.
- Ability to perform vehicle maintenance, such as changing tires and checking fluids.

- Ability to function in a structured organization with strict rules of conduct.
- Ability to maintain professional decorum at all times.
- Ability to maintain effective working relationships with coworkers and supervisors.
- Ability to comprehend and retain old and new information, received both orally and in writing.
- Ability to appropriately accept supervision, criticism, and evaluation.
- Ability to maintain sensitivity to people from varying ethnic, religious, sexual, and socioeconomic backgrounds.
- Ability to deal tactfully, effectively, and equitably with people, both within and outside the Agency.
- Ability to comply with Agency policies and procedures as outlined in the Administrative and Operational Manual.

### **PHYSICAL DEMANDS**

The work is laboratory based with frequent periods of responding immediately to calls for Forensic Science Technician service, both on foot and by motor vehicle. May sit for prolonged periods of time, answering the telephone, and operating computer equipment, inputting and retrieving information; climb a step stool / ladders or stoop down, be able to visually distinguish colors and have sufficient visual acuity to be able to see details at close range in order to perform the essential functions of the job manipulate keys and keyboard, file drawer latches, and file folders; work in temperatures ranging from below freezing to above 100 degrees; carry up to 50 pounds; work with hazardous items and chemicals, and utilize the senses of sight, hearing, smell, and touch.

### **WORK ENVIRONMENT**

Work is performed in a laboratory setting with frequent interruptions. Exposed to all types of environmental conditions; ranging from a courtroom setting to being at a crime scene for a prolonged period of time; temperatures range from below freezing to above 100 degrees; must adhere to Universal Barrier Precautions when exposed to blood and body fluids; unknown chemical and bio-hazard conditions during crime investigations. May often find themselves in dangerous, unpleasant and psychologically challenging working environments. Must perform work in accordance with sound safety practices, report for duty in a regular and punctual manner and respond to afterhours call-outs and work overtime when deemed necessary by the Agency.