

CONSUMER ENVIRONMENTAL HEALTH SUPERVISOR

Recruitment #2003-4891-001

List Type	Original
Requesting Department	HEALTH-CONSUMER PROTECTION
Open Date	3/30/2020 2:45:00 PM
Filing Deadline	4/20/2020 11:59:00 PM
HR Analyst	Nola Nelson

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INTRODUCTION

Located on the western shore of Lake Michigan, Milwaukee is an urban hub bursting with energy. Milwaukee provides a casual sophistication – big city appeal without the big city hassles. We are accessible and affordable, and our residents are welcoming. Milwaukee has evolved through the years, bringing together its unsurpassed old world charm with a breathtaking Art Museum, top-flight arts and cultural attractions, professional sports, lakefront festivals, recreational opportunities, and great restaurants.

PURPOSE



DIVISION OVERVIEW: The Division of Consumer Environmental Health (CEH) utilizes a combination of surveillance, health promotion, enforcement and assessment to prevent disease and injury, to eliminate the disparate impact of environmental health risks and threats on population subgroups, and to create health-supportive environments where everyone in the City of Milwaukee has an equal chance to thrive. The Division is currently staffed with 26 environmental health supervisors, coordinators, specialists and administrative support employees.

PURPOSE: The Consumer Environmental Health Supervisor provides direct oversight to the inspectional staff assigned to the Division of Consumer Environmental Health, assures the integrity of each violation issued and every complaint investigated, and serves as a technical consultant to the staff and to the Milwaukee Health Department (MHD).

ESSENTIAL FUNCTIONS

Supervision, Direction, and Planning

- Participate in the hiring process, training, and supervision of program inspectors, coordinators and office support staff.
- Develop and oversee all work processes and functions to assure effective and efficient program operation including quality control of inspections and enforcement orders.
- Evaluate, refine, and implement changes in field protocols to increase efficiency and effectiveness; ensure compliance with state and federal program standards.

- Evaluate inspector performance in both the quantity and quality of work, assess whether criteria related to career progression are met.
- Formulate and recommend City policies, ordinances, resolutions, and legislative position related to a variety of environmental issues that may impact economic development, citizen health and quality of life.
- Monitor national and state regulatory practices; align programmatic activities with identified best practices.
- Prepare appropriate program summaries, project updates, special reports, technical papers, grant applications, and other documents to support divisional goals; prepare annual reports and required assessments as delineated in the municipal and state codes.
- Exercise authority and responsibility in carrying out agent contracts with the State of Wisconsin and serve as the MHD representative in matters involving agreements.
- Develop and maintain an environmental sampling program.
- Develop and maintain a consumer protection program in compliance with the agent contract with the Department of Agriculture, Trade and Consumer Protection (DATCP).

Technical

- Provide advanced technical support relative to the inspection and code enforcement of food, environmental health and consumer protection for all Consumer Environmental Health (CEH) staff.
- Review inspection and code enforcement activities of the Division's inspectional staff to assure federal and state standards are met and ensure the overall integrity of the inspection program.
- Represent the Milwaukee Health Department (MHD) in areas of technical expertise through interaction with other City departments, mayoral staff, aldermanic offices, outside public agencies, officials, and community groups; serve an active role on various committees and within professional organizations.
- Oversee the investigation of consumer complaints and outbreaks of foodborne illness.
- Develop and generate reports to monitor divisional and inspector outcomes.
- Identify and monitor trends in establishment violations; identify risk factors related to foodborne illness.

Special Projects

Licensing

- Provide oversight for the program assistant and office assistant assigned to the Consumer Environmental Health Division.
- Oversee weights and measures licensing.
- Serve as the technical consultant for the City Clerk's office related to the issuance of food licenses.

Systems Management and Data Analysis

- Plan and develop training programs for staff on the use of new and existing electronic resources.
- Serve as the department's technical expert on the land management system and electronic inspection system, troubleshoot user issues, and assist in system configuration to match changing programmatic needs.

Food and Drug Administration (FDA) Retail Program Standards

- Conduct routine self-assessments and develop a programmatic plan for advancing conformance Food Sanitation Grading System

- Serve as the MHD's technical expert on the food sanitation grading system, troubleshoot user issues, and assist in system configuration to match changing programmatic needs.

Reasonable accommodations requested by qualified individuals with disabilities will be made in accordance with the Americans with Disabilities Act (ADA) of 1990, as amended by the Americans with Disabilities Act Amendments Act (ADAAA) of 2008.

CONDITIONS OF EMPLOYMENT

- Must be willing to work beyond standard business hours to accomplish work and meet departmental needs.
- Travel outside the City of Milwaukee, occasionally overnight, may be required.
- The incumbent will be required to carry a mobile device.

MINIMUM REQUIREMENTS

1. Bachelor's degree in environmental health, public health, biological, physical or natural sciences, hospitality management, culinary management or a related field from an accredited college or university.
2. Three years of experience in environmental health, food inspection, food service management or a community leadership role related to the essential functions of this position.
3. Registration as a Registered Sanitarian (RS) issued by the State of Wisconsin OR the National Environmental Health Association (NEHA) within one year of appointment and maintained throughout employment. (Related professional credentialing links include: <https://dsps.wi.gov/Pages/Professions/RegisteredSanitarian/Default.aspx>; <https://www.neha.org/professional-development/credentials/rehsrs-credential>; <https://weha.net/registered-sanitarian-info>)
4. Possession of a properly insured personal vehicle for use on the job at the time of appointment and throughout employment. An automobile allowance is provided.

Equivalent combinations of education and experience may also be considered.

IMPORTANT NOTE: College transcripts are required and must be received by the application period closing date. Transcripts should be attached to your online application. Applications without transcripts attached will be considered incomplete and will be rejected. Your transcript must be legible and include your college/university name, your name, the degree completed (if applicable) and the date completed.

DESIRABLE QUALIFICATIONS

- Graduate-level coursework in environmental health, public health, epidemiology or a related field from an accredited college or university.
- Experience working in a food service establishment at any level.
- Experience in program management, policy development, community health assessment, health administration or health services supervision.
- Attendance at consumer protection seminars offered by the National Institute of Standards and Technology (NIST) and certification in quality improvement or quality improvement techniques (LEAN, Six Sigma, etc.) are encouraged following appointment.

KNOWLEDGES, SKILLS, ABILITIES & OTHER CHARACTERISTICS

- Knowledge of environmental health principles, particularly food safety and the risk factors that contribute to foodborne illness.
- Knowledge of the scientific method and the ability to interpret data.
- Knowledge of environmental technical standards, guidelines, policies, formal regulations, laws, statutes and ordinances related to establishment violations and safe food practices.
- Supervisory skills, including the ability to set objectives, make assignments and delegate tasks, direct work, measure and evaluate work outcomes and hire, train, develop, and discipline staff as necessary.
- Ability to build an effective team.
- Proficiency using word processing, spreadsheet, database, presentation, and email applications and specialized software such as inspectional and land management.
- Ability to read and interpret work related documents, including standards, regulations, laws, statutes and ordinances.
- Interpersonal skills and the ability to build and maintain effective working relationships with a multi-cultural and multi-discipline staff, other agencies and the public.
- Customer service skills, including the ability to respond to inquiries and escalated complaints from officials, citizens, outside agencies, and business owners.

- Ability to be persuasive, tactful and diplomatic and to provide services in a culturally sensitive manner.
- Ability to work cooperatively and fairly with people whose backgrounds may differ from one's own.
- Ability to maintain confidentiality and maintain professionalism, honesty and integrity.
- Ability to work with mathematical concepts such as probability and statistical inference and to apply concepts such as fractions, percentages, ratios and proportions to practical situations.
- Sound judgment and problem solving skills.
- Analytical skills.
- Investigative skills.
- Ability to plan and accomplish work, manage multiple assignments simultaneously and meet deadlines.
- Oral communication skills.
- Written communication skills, including the ability to prepare reports and business correspondence.
- Commitment to the promotion of health and the prevention of disease; commitment to staying abreast of current best practices in consumer environmental health, management, and quality improvement.

CURRENT SALARY

The current salary range (1 DX) is **\$62,000-\$76,806** annually, and the resident incentive salary range for City of Milwaukee residents is **\$63,860-\$79,110** annually. *Appointment above the minimum is possible based upon level of experience and other qualifications and is subject to approval.*

Benefits The City of Milwaukee provides a comprehensive benefit program that includes the following:

- Defined Benefit Pension Plan
- 457 Deferred Compensation Plan
- Health and Dental Insurance
- Comprehensive Wellness Program
- Onsite Clinic Services
- Onsite Employee Assistance Program
- Alternative Work Schedules
- Long Term Disability Insurance
- Group Life Insurance
- Tuition Benefits
- Paid Vacation
- 11 Paid Holidays
- Paid Sick Leave and other paid leaves
- Flexible Spending Arrangement
- Commuter Value Pass

For full details of the benefits offered by the City of Milwaukee, please visit <https://city.milwaukee.gov/der/benefits>

SELECTION PROCESS

THE SELECTION PROCESS will be job related and will consist of one or more of the following: education and experience evaluation; written, oral, or performance tests, or other assessment methods. The Department of Employee Relations and the Milwaukee Health Department reserve the right to call only the most qualified candidates to oral and performance examinations. Oral examinations may include written exercises. Selection process component weights will be determined by further analysis of the job.

INITIAL FILING DATE: The examination will be held as soon as practical after **Monday, April 20, 2020**. Receipt of applications may be discontinued at any time after this date without prior notice. However, recruitment may continue until the needs of the City have been met. Qualified applicants will be notified of the date, time, and place of the examination. Unless otherwise required by law, the City of Milwaukee will not provide alternative test administration. The applicant is responsible for attending all phases of the job selection process at the time and place designated by the City of Milwaukee.

ADDITIONAL INFORMATION

- Applications and further information may be accessed by visiting www.jobaps.com/MIL.
- If you would like assistance completing an application, please contact the Department of Employee Relations at (414) 286-3751 or staffinginfo@milwaukee.gov.
- The Department of Employee Relations is located in City Hall, 200 E Wells St, Room 706, Milwaukee, WI 53202.

CONCLUSION

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The City of Milwaukee values and encourages diversity and is an equal opportunity employer.