

City of Fort Worth, Texas Job Description

Classification Title	Senior Consumer Health Specialist		
Job Code:	TC5420	Job Family:	Technical/Para-Professional
Pay Grade	511	Date Reviewed:	07/06/15
FLSA Status	Nonexempt	Date Revised:	

GENERAL SUMMARY

Leads, monitors, assigns and participates in the work of employees responsible for performing a variety of consumer and environmental health duties. Performs quality assurance reviews to ensure established policies and procedures are being followed. Oversees and leads special projects and addresses complex health issues.

ESSENTIAL DUTIES & RESPONSIBILITIES

The intent of this job description is to provide a representative summary of the major duties and responsibilities performed by incumbents of this job. Incumbents may be requested to perform job-related tasks other than those specifically presented in this description.

1. Performs comprehensive and environmental health services and investigates complaints filed by the general public regarding consumer health issues.
2. Provides quality assurance, which includes reviewing daily activity reports, inspection reports, complaint investigations, illness investigations and field reviews. Reports deficiencies to supervisor. Recommends corrective actions and monitors completion.
3. Trains, monitors, organizes and reviews work of subordinate employees.
4. Serves as lead on primary special projects for division. Coordinates events, variance request and approval process, fleet assignment and maintenance and monthly staff calendar.
5. Assists Consumer Health Specialist with complex inspections.
6. Handles complaint investigations of establishments or customer service issues.
7. Investigates complaints filed by the general public regarding consumer or environmental health issues.
8. Provides staff training and development.
9. Performs other duties as required.
10. Adheres to assigned work schedule as outlined in the Department and City attendance policies and procedures; ensures all behaviors comply with the City's Personnel Rules and Regulations.

KNOWLEDGE, SKILLS & ABILITIES

- **Knowledge of:**
 - Operations, services and activities of a consumer health program.
 - Methods and techniques of consumer health programs.
 - Principles of mentoring, training and performance evaluations.
 - Modern and complex principles and practices of consumer health.
- **Skill in:**
 - Critical thinking and problem solving.
 - Organization and time management.
 - Planning and prioritizing.
 - Observation and decision-making.
 - Customer service.
- **Ability to:**
 - Communicate clearly and effectively, both orally and in writing.
 - Perform comprehensive consumer inspections, plan reviews and education.
 - Assess, organize and review the work of subordinate employees.
 - Train and monitor subordinate employees.
 - Ensure compliance with applicable Federal and State consumer health and City regulations.
 - Ensure compliance with Consumer health policies and operating procedures.
 - Interpret and explain city policies and procedures to subordinate employees.
 - Prepare clear and concise reports for supervisory staff.

MINIMUM JOB REQUIREMENTS

Bachelor's degree from an accredited college/university with major course work in environmental science, public health, food services or a related field and four years of increasingly responsible consumer health, regulatory or related experience; including one year of lead experience.

OTHER REQUIREMENTS

Valid Texas Driver's License.

Certified Pool Operator Certificate.

FDA/TDSHS (Federal Drug Administration/Texas Department of State Health Services) Standardization Certificate.

WORKING CONDITIONS

The work environment characteristics described here are representative of those an employee encounters while performing the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

Depending on assignment, positions in this class typically require touching, talking, hearing, seeing, grasping, standing, stooping, kneeling, crouching, reaching, walking and repetitive motions.

PHYSICAL DEMANDS

The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

Light Work – Depending on assignment, positions in this class typically exert up to 20 pounds of force occasionally, up to 10 pounds of force frequently, and/or a negligible amount of force constantly having to move objects. If the use of arm and/or leg controls requires exertion of forces greater than that for the Sedentary Work category and the worker sits most of the time, the job is rated Light Work.