



## Office of Human Resources

### Environmental Public Health Technician Supervisor – CE3353

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#### General Statement of Duties

Performs first line supervision over employees in an environmental public health section or unit responsible for work that coordinates complex technical activities while ensuring compliance with legal, industry, or other standards.

#### Distinguishing Characteristics

This class is part of the Environmental Public Health Technician series. This series applies technical support for initiatives within an environmental public health discipline with increasing complexity and scope at each level in the series. Other levels in this series are Environmental Public Health Technician I, who performs entry to intermediate level technical environmental or public health work supporting initiatives, projects, and/or programs, provides technical assistance to stakeholders and serves as a liaison providing support in compliance with legal, industry, or other standards. Environmental Public Health Technician II performs senior level work to coordinate environmental or public health technical work supporting initiatives, projects, and/or programs, provides technical expertise to stakeholders requiring detailed and/or specialized knowledge, and serves as a liaison providing guidance in compliance with legal, industry, or other standards. Environmental Public Health Technician III performs specialized and advanced level work to coordinate highly complex environmental or public health work supporting initiatives, projects, and/or programs, provides specialized technical assistance to stakeholders, serves as a liaison providing expertise in compliance with legal, industry, or other standards, and may function as a team lead.

This class series is distinguished from other environmental public health class series: Investigators, Analysts, Administrator, and higher-level Technicians, including veterinary or forensic autopsy, which require completion of a college degree or other specialized post-high school training and may require licensure/certification. Incumbents in this class series may be responsible for performing some delegated higher-level duties, working under the oversight of higher-level positions on specific projects and programs and/or train for entry into higher level classifications in an environmental or public health series.

#### Essential Duties

Supervises the daily planning, and provides support, when conducting environmental public health initiatives, programs, studies, and/or projects which may be of a confidential or politically sensitive nature. Oversees the design, organization, establishment, and evaluation of work processes to ensure delivery of program services and fulfills program objectives while reviewing existing policies, procedures, and directives and recommends revisions or additions when necessary.

Resolves complex, escalated, or sensitive customer service needs for section or unit. Provides guidance, instruction, and information directly with internal and external stakeholders. Assists customers in person, electronically, and/or over the telephone which may include responding to technical questions, counseling, or providing specialized information pertaining to the section or unit.

Implements specific elements of a functional area, coordinates staff, resources, and efforts to achieve objectives and compliance. Identifies, recommends, and implements improvements or solutions to problems and non-compliance for further action within a range of specified, acceptable, and/or standard alternatives and technical practices.

Develops and communicates operational practices, issues, and procedures. Maintains relationships with internal and external stakeholders. Responds to inquiries from stakeholders, resolves potential problems and addresses pertinent issues.

Ensures work unit policies, procedures and activities comply with applicable federal/state statutes, regulations policies, and other guidelines. Provides expertise within section or unit and provides guidance to employees with complex problems. Trains and assists other staff in adapting to new policies and practices, modifications and/or other solutions. Interprets, communicates, and implements agency policy and procedural changes.

By position, supervises the basic daily needs of animals in the animal shelter, including cleaning, feeding, and daily physical health. Performs simple medical procedures, tests, animal handling, and provides support to the veterinary staff including administering vaccinations, microchips, assists with and performs the animal euthanasia process and assists higher level staff with more complex animal care duties.

Reviews, develops, or modifies work plans, methods, and procedures, determines work priorities, and develops work schedules to provide adequate staff coverage. Provides work instruction and assists employees with difficult and/or unusual assignments; encourages innovation. Assigns and distributes work, reviews work for accuracy and completeness and returns assignments with recommendations for proper completion.

Conducts hiring interviews and selects candidate(s) for job opening(s).

Resolves problems and mediates conflicts encountered during daily operations and determines appropriate solutions; promotes teamwork. Encourages regular communication, informs staff of relevant business issues and their impact on the organization.

Develops goals, documents performance, provides performance feedback and formally evaluates the work of the employee; provides reward and recognition for proper and efficient performance. Assists staff to achieve performance standards and identifies opportunities for continual improvement to performance standards.

Ensures quality, effectiveness, and efficiency of unit activities and safety measures.

Documents causes for disciplinary action and initiates letters of reprimand and makes formal recommendations for disciplinary action. Responds to formal and informal employee grievances and prepares written responses.

By position, participates in planning and managing budget systems; prepares and presents budget recommendations to higher management; operates within budget parameters; adjusts work plans/activities due to of budget changes.

Actively participate on the Department's emergency preparedness and response team(s) to support meeting the Department's public health and environmental responsibilities outlined in the City's Emergency Operations Plan.

By position, may be required to be on-call to address emergent needs.

Performs other related duties as assigned.

Employees may be re-deployed to work in other capacities in their own agencies or in other City agencies to support core functions of the City during a City-wide emergency declared by the Mayor.

Any one position may not include all of the duties listed. However, the allocation of positions will be determined by the amount of time spent in performing the essential duties listed above.

## Competencies

Attention to Detail – Is thorough when performing work and conscientious about attending to detail.

Customer Service - Works with customers to assess needs, provides assistance, resolves problems, and satisfies expectations, knows products and services, and is committed to providing quality products and services.

Interpersonal Skills – Shows understanding, friendliness, courtesy, tact, empathy, cooperation, concern, and politeness to others and relates well to different people from varied backgrounds and different situations.

Reading - Understands and interprets written material including technical material, rules, regulations, instructions, reports, charts, graphs, or tables and applies what is learned from written material to specific situations.

Written Communication – Composes, reviews, edits, and issues written materials for diverse audiences and communicates purpose in a succinct and organized manner that is appropriate for context, time, and place.

### **Knowledge & Skills**

Knowledge of safety hazards and necessary safety precautions and establishes a safe working environment.

### **Level of Supervision Exercised**

Supervises two (2) or more positions performing non-exempt work in environmental public health.

### **Education Requirement**

Graduation from high school or possession of a GED, HiSET or TASC Certificate.

### **Experience Requirement**

Four (4) years of experience performing technical or administrative work assisting in an environmental public health program as related to the assignment.

### **Education and Experience Equivalency**

A combination of appropriate education and experience may be substituted for the minimum education and experience requirements.

### **Licensure and/or Certification**

By position, requires a valid Driver's License at the time of application.

Licenses and certifications must be kept current as a condition of employment.

### **Working Environment**

Subject to many interruptions.

### **Level of Physical Demand**

1-Sedentary (0-10 lbs.)

### **Physical Demands**

(Physical Demands are a general guide and specific positions will vary based on working conditions, locations, and agency/department needs.):

Carrying: Transporting or moving an object.

Eye/Hand/Foot Coordination: Performing work through using two or more body parts or other devices.

Fingering: Picking and pinching, through use of fingers or otherwise.

Handling: Seizing, holding, grasping, through use of hands, fingers, or other means.

Hearing: Perceiving and comprehending the nature and direction of sounds.

Lifting: Moving objects weighing no more than 10 pounds from one level to another.

Repetitive motions: Making frequent or continuous movements.

Sitting: Remaining in a stationary position.

Talking: Communicating ideas or exchanging information.

Walking: Ability to move or traverse from one location to another.

**Background Check Requirement**

Criminal Check  
Employment Verification  
By position, Motor Vehicle Record

**Assessment Requirement**

None

**Probation Period**

Six (6) months.

**Class Detail**

**Pay Grade:** EX-08  
**FLSA Code:** Y  
**Established Date:** 11/27/2022  
**Established By:** BM  
**Revised Date:**  
**Revised By:**  
**Class History:** This is a new class.