



City of Irving Job Description

Health Inspections Manager

FLSA Status:	EXEMPT	Job Department:	Inspections
Job Code:	N251	Reports To (Job Title):	Inspections Director

PURPOSE

Oversee and manage the Health division of the Inspections Department in support of the city's Strategic Plan "Enhance Health Inspections Program" action, which serves to protect the citizens of Irving by minimizing the risks to health and safety through education and enforcement of the Health codes. This is accomplished by managing the Health permitting process, inspection process, developing new/revised ordinances, implementing policies and procedures developed to insure quality, efficient, consistent, accurate field work and professional development of staff.

ESSENTIAL DUTIES AND RESPONSIBILITIES

To perform this job successfully, an individual must be able to perform each essential duty satisfactorily.*

- Manage daily activities of the Health division and oversee the permitting process for the various permits and registrations, field inspections, work assignments, and written records.
- Maintain Health databases, perform quality controls, establish policies and procedures, and develop and monitor Health division budget.
- Oversee, assist, and conduct field inspections of food establishments, temporary food events, commercial childcare, nursing homes, smoking enforcement, and registered family homes. Reduce public health risks through enforcement of city, state, and, federal codes and regulations.
- Perform plan reviews for new/remodeled food establishments and commercial childcare operations.
- Oversee, assist, and conduct epidemiological investigations for food-borne illnesses, citizen inquiries, open records requests, and complaints about public health concerns. Respond to after-hours calls.
- Assemble and develop staff, including: hiring recommendations; delegation; performance evaluations; procedural and field training; counseling; discipline; termination recommendations; and maintenance of staff certifications.
- Develop and recommend ordinance revisions and additions.
- Recommend and assist in the implementation of the Health division's strategy, actions, tasks and key performance indicators of the City of Irving's Strategic Plan.
- Conduct health training classes for internal and external customers.
- Represent the Health division at internal and external meetings.
- Provide expert legal testimony in court proceedings.

OTHER DUTIES AND RESPONSIBILITIES

- Enforce zoning, dumpster, and sign ordinances as requested.
- Enforce registration requirement for shopping cart ordinance.
- Enforce quarterly sales reporting for restaurants with alcohol beverage sales.

SUPERVISORY RESPONSIBILITIES

Organizational Supervision - Applies to full personnel management responsibilities including selection, discipline, grievances and formal performance evaluations for a position's direct reports plus all employees reporting up through subordinates, which will include approximately 5 employees.

Functional and Technical Supervision - Regular responsibility for giving direction and guidance to employees as a lead worker, project manager or internal advisor. As an ongoing part of the position, the employee can expect to supervise approximately 18 employees.

FINANCIAL / BUDGETARY RESPONSIBILITY

Develop and administer a budget of \$316,000 for the Health division. Order \$5,000+ a year for office supplies and field equipment.

QUALIFICATIONS:

The requirements listed below are representative of the knowledge, skill, and/or ability required.*

EDUCATION

- Equivalent to a Bachelor's degree in Science, Environmental Health or a related field.

EXPERIENCE

- Four (4) years of related experience, including one (1) year of supervisory experience.

CERTIFICATES, LICENSES, REGISTRATIONS

- Appropriate valid Texas driver's license.
- Texas Department of State Health Services Professional Sanitarian License.
- Texas Department of State Health Services Registered Code Enforcement Officer License.

KNOWLEDGE OF

- Epidemiology, Biology, Microbiology, and Hazard Analysis Critical Control Points.
- Applied math: Concepts such as fractions, percentages, ratios, and proportions.
- Administration and Management: Principles and processes involved in business and organizational planning, coordination, and execution. This includes strategic planning, process improvement, leadership techniques, and teambuilding.
- Budget Management: Developing plans and budgets; comparing them against actual activity.
- Supervision: Personnel motivation, interviewing, hiring, oversight, evaluation, and discipline.
- Codes: In depth comprehension of all codes and regulations of city, state and federal agencies for food establishments, commercial childcare centers, registered family homes, nursing homes and smoking enforcement.
- Building Plans: Techniques and principles involved in plan review of precision technical plans, blueprints, drawings, and models.

- Customer Service Management: Principles and processes for providing customer and personal services including: needs assessment techniques; quality service standards; alternative delivery systems; and customer satisfaction evaluation techniques.
- Creative Problem Solving: Within the parameters of code and ordinance requirements, seek alternative solutions. Instruct and explain to customers on how to get to their desired end result.
- Office Software: Current word processing, presentation, spreadsheet, and database programs used by the City.
- Industry Software: Sufficient familiarity with technology to use a variety of specialized industry software programs.

SKILLS AND ABILITIES IN

- Tracking and Reviewing Health Inspections: Writing reports and comparing monthly key performance indicators to ensure the Health division is keeping up with our high standards and organizational strategies; and prioritization as needed in reaching our goals.
- Training: Training staff so they will be up to date with the current codes and ordinances. Confirming interpretations are aligned accordingly and develop policies and procedures to be competitive with other cities.
- Complex Problem Solving: Identifying problems and reviewing related information to develop and evaluate options and implement solutions.
- Critical Thinking: Using logic and analysis to identify the strengths and weaknesses of different approaches.
- Service Orientation: Actively looking for ways to help people and provide customer and personal services including a desire to help customers regardless of their circumstance.
- Written and Oral Expression: Communicating information and ideas in writing, as well as through speech, so others will understand.
- Interactive Presentation: Effectively presenting information to groups and responding to questions.

GUIDANCE RECEIVED

Departmental Goals and Priorities

Makes decisions that are guided by overall Departmental goals, priorities and policies. Job requires interpreting goals and priorities into action steps and delegating responsibility for completion; applies broad latitude in regard to methods and approaches but must obtain approval for actions that have policy, service or cost implications.

CONTACTS

Interacts with owners/managers/employees of health establishments, contractors, engineers, Health Board members, Texas Department of State Health Services, Texas Department of Protective and Regulatory Services, Food and Drug Administration, Dallas County Health Department, Chamber of Commerce, Irving Convention Center, Texas Alcoholic Beverage Commission, residents, visitors, businesses, and other city health divisions in the metroplex.

EQUIPMENT AND PROPERTY

Thermocouple, light meter, chlorine test papers, quaternary ammonia test strips, digital camera, computer, fax machine, Xerox machine, motor vehicle, scanner, printer, architect/engineer scale, flashlight, iPad, and/or cell phone.

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.*

The employee constantly is required to listen and see. Frequently, s/he is required to balance, carry, drive a vehicle, grasp, handle, feel, kneel, lift up to 10 pounds, pull, push, reach, sit, smell, stand, talk, and/or walk. In rare instances, s/he must crawl.

WORK ENVIRONMENT

The work environment characteristics described here are representative of those an employee encounters while performing the essential functions of this job.*

The employee regularly is exposed to confining work spaces, dirty environments, electrical hazards, extreme temperatures or weather conditions, air contamination, improper illumination, moving mechanical parts, noise and/or toxic or caustic materials. On rare occasions, s/he may be exposed to violence. The noise level in the work environment usually is moderate. This job requires the employee to make decisions directly affecting the safety of others.

* Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

Note: A class specification is a general listing of duties, responsibilities, knowledge, skills, and abilities required of an incumbent assigned to a particular class of work. There may be one or multiple positions assigned to a single classification; therefore, the class specification lists those work attributes that are common to every incumbent in the class.