

SILVER THREAD PUBLIC HEALTH DISTRICT

JOB TITLE: CONSUMER PROTECTION OFFICER

FLSA STATUS: Non-Exempt

DEPARTMENT: PUBLIC HEALTH

LOCATION: Hinsdale County or Mineral County Location

PAY RANGE: \$22-\$25/hour (DOE)

Position is full-time (at least 32 hours) and is eligible for benefits

Position is open until filled

To Apply:

Submit the following items to P.O. Box 277 Lake City, CO 81235; or via email to

tara@silverthreadphd.org

1. Cover Letter
2. Resume
3. [Silver Thread Public Health District Application](#)

The following duty statements are illustrative of the essential functions of the job and do not include other non-essential or marginal duties that may be required. The hiring entity reserves the right to modify or change the duties or essential functions of this job at any time.

GENERAL STATEMENT OF DUTIES

The Consumer Protection Officer provides environmental services to both Hinsdale and Mineral Counties. The purpose of this position is to serve as an environmental protection specialist within the retail food program. In this capacity, this position conducts regulatory inspections, prepares inspection reports, conducts plan reviews, compliance advisories, and orders issuing enforcement actions that might include civil penalties. In addition to direct facility inspection oversight, this position provides compliance assistance, guidance and training to the regulated community and local public health agencies.

SUPERVISION RECEIVED:

This position reports directly to the Public Health Director

SUPERVISION EXERCISED:

None

ESSENTIAL JOB FUNCTIONS AND RESPONSIBILITIES:

CONSUMER PROTECTION OFFICER (service area includes Hinsdale and Mineral counties)

- Inspections performed yearly and as submitted and/or requested for the following entities:
 - Retail food inspections
 - Child care facilities
 - Schools
 - Summer Camps
- Must maintain accurate and timely information as required by the state Consumer Protection Division (CPD) in order to be in compliance, including:
 - Utilizing inventories
 - Computerized data reports
 - Inspection records
 - Field evaluations
- Assure consistency and accuracy of existing inventories in retail food sanitation program and the CPD computerized inventory

- Must be able to report to CPD on a quarterly basis
- Must work toward and eventually qualify as a “standardized health inspector” per Colorado Department of Public Health and Environment’s retail food inspection program requirements
- Responsible for investigating food-borne illnesses and complaints from or regarding retail food establishments
- Must be willing to continue education in the field of consumer protection by attending mandatory classes and trainings including, but not limited to:
 - o Colorado Department of Public Health and Environment’s retail food sanitation training and advanced food safety training
 - o United States Food and Drug Administration (USFDA) annual training
- Advanced Interpersonal and conflict management skills e.g. displays understanding, courtesy, tact, empathy and concern
- Develops and maintains effective relationships, deals skillfully with people who are difficult, hostile or distressed, effectively manages and resolves conflicts, confrontations and disagreements in a positive and constructive way
- Ability to use information technology to communicate, manage knowledge, mitigate errors and support decision making
- Must be willing to seek funding sources to expand locally available environmental health programs and information
- Must be willing to increase knowledge and skills related to environmental health programs in order to implement, and increase presence in community once funding is procured

GENERAL OFFICE DUTIES

- Other general office duties may be required to assist with various other granting requirements and as part of office team culture.

GENERAL JOB FUNCTIONS

- Keep personal area clean and neat
- Assist in keeping common areas tidy
- Assist Public Health staff as needed
- Monthly report of activities associated with essential job functions.
- Follow the Silver Thread Public Health District Policy Manual for employees
- Attend employee required meetings
- Work in conjunction with county staff concerning reporting and budget requirements

MINIMUM QUALIFICATIONS REQUIRED:

A. Education and Experience

High School education or equivalent is required, Associates degree or Bachelor of Science degree in environmental health or a closely related field is preferred

*The Colorado Department of Public Health and Environment requires two years of college in a science/health related field; however, this element can be waived with proper training and supervision by someone in the health field that meets these requirements.

B. Preferred Requirements:

- Environmental health or regulatory compliance experience
- Registered Environmental Health Specialist (R.E.H.S.) credential
- Certified Professional/Food Safety (CP/FS) credential
- Food industry experience
- Grant writing skills preferred to maintain and expand funding sources

C. Special Requirements:

- NIMS and ICS Training: 700.a, 100.b, 200, 300
- Must be able to complete online courses relevant to each position and complete scopes of work for current contracts

- Skill in using, databases, spreadsheets, software packages (such as Word, Excel, Power Point) and web based reporting and meeting systems
- Must have current CO Driver's license
- Must be willing to obtain CDPHE Standardization requirement for retail food inspections
- A pre-employment background check

KNOWLEDGE, SKILLS, AND ABILITIES

- Ability to read and comprehend complicated procedures, regulations, grant requirements, etc.
- Ability to work with various socio-economic groups, ages, generations, small and large groups
- Ability to solve practical problems and deal with variables
- Ability to interpret a variety of instructions furnished in written, oral, diagram, or schedule form
- Ability to evaluate information accurately and effectively and to apply interpretation of federal, state and local regulations
- Ability to work closely and effectively with co-workers, regional and state staff, and the general public
- Ability to work closely and effectively with co-workers to provide excellent customer service
- Ability to plan, organize, and facilitate meeting/events
- Ability to collect, organize, and analyze data
- Ability to read and interpret a variety of complex rules, regulations, and other materials
- Considerable knowledge and skill in the application of the principles and procedures of consumer protection including applicable county, state, and federal laws and regulations.
- Considerable knowledge of the use of community resources and the ability to coordinate and collaborate with health care providers serving the community
- Exercise a high degree of initiative within established procedures and with minimum supervision
- Mature judgment; ability to make quick and responsible decisions
- Knowledge of or ability to learn departmental policies and procedures, overall department functions, and general individual responsibilities within the department
- Professional written and verbal communication skills
- Effective time management
- Skills in collaborating with multiple stakeholders
- Fluency with basic computer skills including Gmail, Google docs, and other Google workspace tools
- Fluency in English is required. Additional languages spoken are helpful
- Commitment to upholding and pursuing [health equity](#) through all programming and services

SCOPE OF INTERPERSONAL CONTACTS:

The general public, county, regional, state, and federal agency officials, nurses, doctors

MATERIAL AND EQUIPMENT USED

- The individual must be able to **operate a computer**, telephone, calculator, copier, fax machine

WORK ENVIRONMENT:

- Office based work with the ability to serve the community within the parameters of public health services which may fall outside of this job description. Attend meetings and training in and outside of the community. Some overnight travel required.
- Travel is required on a regular basis to cover health inspections for both counties

PHYSICAL DEMANDS:

The following are some of the physical demands commonly associated with this position.

Mobility:

- Work requires agility and some physical strength
- The functions of this role are conducted in both an office and field environment
- Working conditions during inspections may involve exposure to such elements as loud noise, odors, smoke, heat, cold, oil, dirt, grease

Lifting:

- Must be able to lift 50 pounds.

LICENSES

- Must have a valid Colorado Driver’s License. Must be able to operate a vehicle on mountain roads in inclement weather.

CONFIDENTIALITY

- Assure discreet handling of all business
- Adhere to HIPAA policy
- Legally required to maintain the privacy of all clients

The duties listed above are intended only as illustrations of the various types of work that may be performed. The omission of specific statements of duties does not exclude them from the position if the work is similar, related or a logical assignment to the position.

The Consumer Protection Officer position is funded through various sources. The Consumer Protection Officer is to follow policies as set forth by Hinsdale County, Silver Thread Public Health District and its Board of Health, as well as those stated in state, federal, and foundation granting contracts.

I _____ acknowledge that I have received a copy of the current job description for my position with Silver Thread Public Health District. I understand the job description does not constitute an employment agreement between the employer and employee and is subject to change by the employer as the needs of the employer and requirements of the job change.

Signature

Date