



December 8, 2023

Harper Donahue, IV
City Service Commission
Department of Employee Relations
City Hall, Room 706

Dear Director Donahue:

Pursuant to Rule VIII, Section 8, we are requesting that the probationary period for Consumer Environmental Health Manager, Kristin Castillo be extended six (6) months to June 11, 2024. This is the first request for an extension of probation.

Background

The Consumer Environmental Health (CEH) Managers provides direct oversight to the inspection staff assigned to the Division of Consumer Health. Each CEH Manager is responsible for assuring the integrity of each violation issued and every complaint investigated by the inspectors they oversee. The CEH Manager serves as a technical consultant, providing input in assessing when food must be embargoed or destroyed, or evaluating if a food establishment operation should be suspended or terminated.

Performance Concerns

Supervisor Castillo exceeds or meets job requirements in all facets (Productivity, Knowledge, Initiative, Dependability, and Interpersonal Relationships) of their review. The only concern is that Ms. Castillo has not passed their Registered Sanitarian Exam yet, which is a minimum requirement of their position (Registration as a Registered Sanitarian (RS) issued by the State of Wisconsin within one year of appointment).

Action Plan

The six (6) month extension should allow Ms. Castillo enough time to pass their Registered Sanitarian Exam, thus meeting the minimum requirements of their position.

What is working

Kristin has taken the role as Manager to heart and works hard to have a good grasp on where all their staff stand in skill, knowledge, and accountability. Kristin has had a challenging first year with several staff that included discipline actions such as verbal and written warnings, Performance Improvement Plans and separations. Kristin takes their role seriously and has worked hard to ensure CEH maintains a standard of performance and accountability.

Conclusion

An extension of 6-months probationary period for Consumer Environmental Health Manager, Kristin Castillo, will allow the employee more time to prepare and pass the Registered Environmental Health Specialist Exam, a credential required for the role. We are confident this can be accomplished.



Thank you for your consideration. Please contact Lindsey O'Connor at 414-286-6406 with any questions you may have.

Sincerely,

DocuSigned by:

A handwritten signature in blue ink that reads "Michael F. Totoraitis".

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Michael F. Totoraitis, PhD
Commissioner of Health

JOB DESCRIPTION

FOR DER USE ONLY	
Vacancy No.	
City Service Commission: _____	Finance Committee: _____
Fire & Police Commission: _____	Common Council: _____

Instructions: Complete all sections. Refer to the *Guidelines for Preparing Job Descriptions* for instructions on completing specific items.

1. Date Prepared/ Revised: 10-2-2023		2. Present Incumbent: Aaron Camacho, Kristin Castillo, Lauren Woboril		Is incumbent underfilling position? YES <input type="checkbox"/> NO <input checked="" type="checkbox"/> <i>If YES, indicate Underfill Title in box 10.</i>	
3. Date Filled:		4. Previous Incumbent:			
5. Department: Health Department			Bureau:		Unit:
			Division: Consumer Environmental Health		Section:
6. Work Location: 841 N. Broadway, Milwaukee, WI			Telephone: 286-3674 Email: varies		Work Schedule: Hours: 8:00-4:45 / Days: M-F
7. Represented by a Union? <input type="checkbox"/> Yes <input checked="" type="checkbox"/> No		8. Bargaining Unit: Management If in District Council 48, which local?			9. FLSA Status (check one): <input checked="" type="checkbox"/> Exempt <input type="checkbox"/> Non-Exempt
10.	Official Title: Consumer Environmental Health Manager			Pay Range	Job Code
				1GX	4999
	Underfill Title (if applicable):				
Requested Title (if applicable):					EEO Code 104
Recommended Title (DER Use Only):			Approved by: _____ Date: _____		

11. BASIC FUNCTION OF POSITION:

The Consumer Environmental Health (CEH) Managers provide direct oversight to the inspectional staff assigned to the Division of Consumer Environmental Health. Staff working in this division use their technical expertise (microbiology, epidemiology, environmental health) to inspect and enforce city, state, and federal regulations related to food safety and security as well as regulations related to environmental health and consumer protection (scales, meters, price scanning, tattoo and body piercing etc.). Each CEH Manager is responsible for assuring the integrity of each violation issued and every complaint investigated by the inspectors which they oversee. The CEH Manager serves as a technical consultant, providing input in assessing when food must be embargoed or destroyed, or evaluating if a food establishment operations should be suspended or terminated. These complicated issues not only have a substantial impact of the health of the residents of the city, but have substantial financial implication for business owners, food workers, and the city.

The CEH Manager serves a mentor to each Consumer Environmental Health Inspector (1-4), directing training and continuing education, providing routine performance appraisals and field evaluations. The CEH Manager monitors each CEH Inspector 1-4 in order to assure the quality and consistency of inspections being performed. They also monitor inspector productivity and assure that division process and outcome measures are met. The CEH Manager assigned to the Ziedler Municipal Building also oversees consumer protection licensing, while the CEH Manager assigned to Northwest Health Center, serves as the divisions data systems expert.

12. DESCRIPTION OF JOB (Check if description applies to **Official Title** or **Underfill Title**):

A. ESSENTIAL FUNCTIONS/Duties and Responsibilities: (Refer to the "Guidelines for Preparing Job Descriptions" for instructions on determining Essential Functions.)

The above statements are intended to summarize the nature and level of work and typical responsibilities and duties being performed by the incumbent(s) of this job. They are not intended to be an exhaustive list of all responsibilities, duties, and tasks required of the position.

60% Management, Direction, and Planning

- Participates in the hiring process, training, and supervision of program inspectors, coordinators and office support staff;
- Develops and oversees all work processes and functions to assure effective and efficient operation of the program. This includes quality control/quality assurance of inspections and enforcement orders;
- Evaluates, refines, and implements changes in field protocols to increase efficiency and effectiveness; and assures compliance with state and federal program standards;
- Evaluates inspector performance in both the quantity and quality of work, assess whether criteria related to achieving career ladder steps have been met;
- Formulates and recommends City policies, ordinances, resolutions, legislative position, etc. related to a variety of environmental issues that may impact economic development, citizen health and quality of life;
- Monitors national and state regulatory practices; align programmatic activities with identified best practices;
- Prepares appropriate program summaries, project updates, special reports, technical papers, grant applications, and other documents as needed or requested to support division; prepare annual reports and required assessments as delineated in municipal and state code;
- Exercises authority and responsibility in carrying out agent contracts with the State of Wisconsin and acts as MHD representative in matters involving agreements;
- Develops and maintains an environmental sampling program; and
- Develops and maintains a consumer protection program in compliance with agent contract with DATCP.

20% Technical Expert

- Provides advance technical support for all CEH staff to including inspection and code enforcement related to food, environmental health and consumer protection;
- Review the inspection and code enforcement activities of the divisions inspectional staff to assure federal and state standards are met and assure the overall integrity of the inspection program;
- Represents the MHD in areas of technical expertise through interaction with other City departments, mayoral staff, Aldermanic offices, outside public agencies and officials, community groups as well as through participation on various committees and professional organizations;
- Oversees the investigation of consumer complaints and outbreaks of foodborne illness
- Develops and generates reports to monitor division and inspector outcomes; and
- Identifies and monitors trends in establishment violations; identifies risk factors related to foodborne illness.

20% Special Projects

Licensing

- Provides oversight for program assistant and office assistant assigned to Consumer Environmental Health;
- Oversees weights and measures licensing; and
- Serves a technical consultant for the City Clerk's office related to the issuance of food licenses.

Systems Management and Data Analysis

- Plans and develops training programs for staff on the use of new and existing electronic resources; and
- Serves as department's technical expert on land management system/electronic inspection system, troubleshoots user issues, and assists in system configuration to match changing programmatic needs.

B. PERIPHERAL DUTIES:

- 10% Executes special projects and performs other duties as assigned

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C. NAME AND TITLE OF IMMEDIATE SUPERVISOR:

Carly Hegarty, Consumer Environmental Health Director

D. SUPERVISION RECEIVED: (Describe the extent to which work assignments and methods are outlined, reviewed, and approved by this position’s supervisor.)

Position exercises a high degree of independent judgment. General supervision and guidance provided by the Division Director.

E. SUPERVISION EXERCISED:

Total number of employees for whom responsible, either directly or indirectly = .23

Direct Supervision: List the number and titles of personnel directly supervised. Specify the kind and extent of supervision exercised by indicating one or more of the following:

a. Assign duties	e. Sign or approve work
b. Outline methods	f. Make hiring recommendations
c. Direct work in progress	g. Prepare performance appraisals
d. Check or inspect completed work	h. Take disciplinary action or effectively recommend such
Number Supervised	Job Title
Extent of Supervision Exercised <i>(Select those that apply from list above, a - h)</i>	
5 (1-2 each)	CEH Coordinator
17 (5-6 each)	CEH Inspectors (1-4)
2	Program Assistant

F. MINIMUM QUALIFICATIONS REQUIRED: (Indicate the MINIMUM qualifications required to enter the job.)

i. Education and Experience:

Bachelor’s degree from an accredited college or university in environmental health, engineering, physical sciences, biological or natural sciences, public or business administration or related field from an accredited college or school approved by Department of Employee Relations; Master’s degree in public health or graduate course work in epidemiology or environmental health is highly desired. Two years of experience as Environmental Health Specialist or equivalent position in food inspection, preferably within a governmental agency is required. Two years of progressively responsible experience in program management, healthcare program planning, policy development, community health assessment, health administration or health services supervision, preferably within a governmental agency. Note: equivalent combination of education and experience may be considered.

ii. Knowledge, Skills and Abilities:

Language Skills

Ability to read, analyze and interpret common scientific and technical journals, financial reports, and legal documents. Ability to respond to common inquiries or complaints from customers, regulatory agencies or members of the business community. Ability to write speeches and articles for publication that conform to prescribed style and format. Ability to effectively present information to top management, public groups, boards of directors, media and legislative bodies.

Mathematical Skills

Ability to apply advanced mathematical concepts such as exponents, logarithms, quadratic equations, and permutations. Ability to apply mathematical operations to such tasks as frequency distribution, determination of test reliability and validity, analysis of variance, correlation techniques, sampling theory, and factor analysis.

Reasoning Ability

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Ability to define problems, collect data, establish facts, and draw valid conclusions. Ability to interpret an extensive variety of technical instructions in mathematical or diagram form and deal with several abstract and concrete variables.

Computer Skills

To perform this job successfully, an individual should have knowledge of contact management systems, database, internet, project management, spreadsheet, and word processing software. To perform this job successfully, an individual should have knowledge of basic database and word processing software; Working knowledge of general databases, epidemiology and data collection tools; and Knowledge and ability to work with public health related data systems.

iii. Certifications, Licenses, Registrations:

Valid driver's license at time of appointment and must be maintained throughout employment. Registration as an Environmental Health Professional/Registered Sanitarian throughout employment is required.

iv. Other Requirements:

Properly insured personal vehicle for use on the job is required (automobile allowance provided). Travel outside of the City of Milwaukee may be required.

13. PHYSICAL AND ENVIRONMENTAL DEMANDS: TOOLS AND EQUIPMENT USED

The Americans with Disabilities Act of 1993 requires job descriptions to provide detailed information regarding the physical demands required to perform the essential functions of a job; the conditions under which the job is performed; and the tools and equipment the employee will be required to use on the job. Reasonable accommodations may be made to enable qualified individuals to perform the essential duties and responsibilities of the job for each of the categories listed below.

G. PHYSICAL ACTIVITY OF THE POSITION: (List the physical activities that are representative of those that must be met to successfully perform the essential functions of the job).

CHECK ALL THAT APPLY:

<input checked="" type="checkbox"/>	Climbing: Ascending or descending ladders, stairs, scaffolding, ramps, poles, and the like; using feet and legs and/or hands and arms. Body agility is emphasized. Check only if the amount and kind of climbing required exceeds that required for ordinary locomotion.
<input checked="" type="checkbox"/>	Balancing: Maintaining body equilibrium to prevent falling when walking, standing or crouching on narrow, slippery or erratically moving surfaces. Check only if the amount and kind of balancing exceeds that needed for ordinary locomotion and maintenance of body equilibrium.
<input checked="" type="checkbox"/>	Stooping: Bending body downward and forward by bending spine at the waist. Check only if it occurs to a considerable degree and requires full use of the lower extremities and back muscles.
<input checked="" type="checkbox"/>	Kneeling: Bending legs at knee to come to a rest on knee or knees.
<input checked="" type="checkbox"/>	Crouching: Bending the body downward and forward by bending leg and spine.
<input type="checkbox"/>	Crawling: Moving about on hands and knees or hands and feet.
<input type="checkbox"/>	Reaching: Extending Hand(s) and arm(s) in any direction.
<input checked="" type="checkbox"/>	Standing: Particularly for sustained periods of time.
<input checked="" type="checkbox"/>	Walking: Moving about on foot to accomplish tasks, particularly for long distances.
<input type="checkbox"/>	Pushing: Using upper extremities to exert force in order to draw, press against something with steady force in order to thrust forward, downward or outward.
<input type="checkbox"/>	Pulling: Using upper extremities to exert force in order to draw, drag, haul or tug objects in a sustained motion.
<input checked="" type="checkbox"/>	Lifting: Raising objects from a lower to a higher position or moving objects horizontally from position-to-position. Check only if it occurs to a considerable degree and requires substantial use of the upper extremities and back muscles.
<input checked="" type="checkbox"/>	Fingering: Picking, pinching, typing or otherwise working primarily with fingers rather than with the whole hand or arm, as in handling.
<input checked="" type="checkbox"/>	Grasping: Applying pressure to an object with fingers and palm.
<input checked="" type="checkbox"/>	Feeling: Perceiving attributes of objects such as size, shape, temperature or texture by touching with the skin, particularly that of the fingertips.
<input checked="" type="checkbox"/>	Talking: Expressing or exchanging ideas by means of the spoken word. Those activities which demand detailed or important instructions spoken to other workers accurately, loudly or quickly.

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<input checked="" type="checkbox"/>	Hearing: Perceiving the nature of sounds with no less than a 40 db loss. Ability to receive oral communication and make fine discriminations in sound.
<input type="checkbox"/>	Repetitive Motions: Substantial movements (motions) of the wrist, hands, and/or fingers.
<input checked="" type="checkbox"/>	Driving: Minimum standards required by State Law (including license).

H. PHYSICAL REQUIREMENTS OF THE POSITION: (List the physical requirements that are essential functions of the job.)

CHECK ONE:

<input type="checkbox"/>	Sedentary Work: Exerting up to 10 pounds of force occasionally and/or negligible amount of force frequently or constantly to lift, carry, push, pull or otherwise move objects. Sedentary work involves sitting most of the time. Jobs are sedentary if walking and standing are required only occasionally and all other sedentary criteria are met.
<input checked="" type="checkbox"/>	Light Work: Exerting up to 10 pounds of force occasionally and/or negligible amount of force constantly to move objects. If the use of arm and/or leg controls requires exertion of forces greater than that for sedentary work and the worker sits most of the time, the job is rated for Light Work.
<input type="checkbox"/>	Medium Work: Exerting up to 50 pounds of force occasionally and/or up to 20 pounds of force frequently, and/or up to 10 pounds of force constantly to move objects.
<input type="checkbox"/>	Heavy Work: Exerting up to 100 pounds of force occasionally, and/or up to 50 pounds of force frequently, and/or up to 20 pounds of force constantly to move objects.
<input type="checkbox"/>	Very Heavy Work: Exerting in excess of 100 pounds of force occasionally, and/or in excess of 50 pounds of force frequently, and/or in excess of 20 pounds of force constantly to move objects.

I. VISUAL ACUITY REQUIREMENTS: (List the visual acuity requirements that are essential functions of the job.)

CHECK ONE:

<input checked="" type="checkbox"/>	Operators (Electronic Equipment), Inspection, Close Assembly, Clerical, Administrative: This is a minimum standard for use with those whose job requires work done at close visual range (i.e. preparing and analyzing data and figures, accounting, transcription, computer terminal, extensive reading, visual inspection involving small parts, operation of machines, using measurement devices, assembly or fabrication of parts).
<input type="checkbox"/>	Machine Operators, Mechanics, Skilled Tradespeople: This is a minimum standard for use with those whose work deals with machines where the seeing job is at or within arm's reach. This also includes mechanics and skilled tradespeople and those who do work of a non-repetitive nature such as carpenters, technicians, service people, plumbers, painters, mechanics, etc. (If the machine operator also inspects, check the "Operators" box.)
<input type="checkbox"/>	Mobile Equipment Operators: This is a minimum standard for use with those who operate cars, trucks, forklifts, cranes, and high lift equipment.
<input type="checkbox"/>	Other: This is a minimum standard based on the criteria of accuracy and neatness of work for janitors, sweepers, etc.

J. THE CONDITIONS THE WORKER WILL BE SUBJECT TO IN THIS POSITION:

List the environmental/working conditions to which the employee may be exposed while performing the essential functions of the job. Include scheduling considerations such as on-call for emergencies, rotating shift, etc. **Approximate Percentage of time performing field work: 35%**

CHECK ALL THAT APPLY:

<input type="checkbox"/>	None: The worker is not substantially exposed to adverse environmental conditions (such as typical office or administrative work).
<input checked="" type="checkbox"/>	The worker is subject to inside environmental conditions: Protection from weather conditions but not necessarily from temperature changes (i.e. warehouses, covered loading docks, garages, etc.)
<input type="checkbox"/>	The worker is subject to outside environmental conditions: No effective protection from weather.
<input type="checkbox"/>	The worker is subject to extreme cold: Temperatures below 32 degrees for period of more than one hour.
<input checked="" type="checkbox"/>	The worker is subject to extreme heat: Temperatures above 100 degrees for periods of more than one hour.
<input checked="" type="checkbox"/>	The worker is subject to noise: There is sufficient noise to cause the worker to shout in order to be heard above the surrounding noise level.
<input type="checkbox"/>	The worker is subject to vibration: Exposure to oscillating movements of the extremities or whole body.
<input type="checkbox"/>	The worker is subject to hazards: Includes a variety of physical conditions, such as proximity to moving mechanical parts, electrical current, working on scaffolding and high places or exposure to chemicals.
<input type="checkbox"/>	The worker is subject to atmospheric conditions: One or more of the following conditions that affect the respiratory system or the skin: Fumes, odors, dust, mists, gases or poor ventilation.
<input type="checkbox"/>	The worker is subject to oil: There is air and/or skin exposure to oils and other cutting fluids.
<input type="checkbox"/>	The worker is required to wear a respirator.

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K. MACHINE, TOOLS, EQUIPMENT, ELECTRONIC DEVICES, SOFTWARE, ETC. USED BY POSITION:

List equipment needed to successfully perform the essential functions of the job. Reasonable accommodations may be made to enable qualified individuals with disabilities to perform the essential functions.)

CHECK ALL THAT APPLY:

<input checked="" type="checkbox"/> Camera and photographic equipment	<input checked="" type="checkbox"/> Office Equipment (desk, chair, telephone, etc.)
<input type="checkbox"/> Cleaning supplies	<input checked="" type="checkbox"/> Office supplies (pens, staplers, pencils, etc.)
<input type="checkbox"/> Commercial vehicle	<input type="checkbox"/> Packing materials (boxes, shrink wrap, etc.)
<input checked="" type="checkbox"/> Data processing equipment	<input checked="" type="checkbox"/> PC equipment (monitor, keyboard, printer, etc.)
<input type="checkbox"/> Handcart	<input checked="" type="checkbox"/> PC software
<input type="checkbox"/> Hand tools (<i>please list</i>):	
<input type="checkbox"/> Office Machines (<i>check all that apply</i>): <input checked="" type="checkbox"/> Copier <input checked="" type="checkbox"/> Facsimile <input checked="" type="checkbox"/> Calculator <input checked="" type="checkbox"/> Cash register	
<input checked="" type="checkbox"/> Other (<i>please list</i>): thermocouples, flashlights, sanitization test kits, maximum registering thermometers, scales, scanners and other measuring devices or standards	

L. SUPPLEMENTARY INFORMATION: (Indicate any other information which further explains the importance, difficulty, or uniqueness of the position, such as its scope of responsibility related to finances, equipment, people, information, etc. Also indicate success factors such a personal characteristics that contribute to an individual’s ability to perform well in the job, and any other special considerations.)

The Division is responsible for inspection more than 3,200 food establishments and 1,100 temporary events each year. The Division also performs inspections of hundreds of other establishments as part of its consumer protection program. Successful operation of the Division requires cross disciplinary knowledge in environmental health, epidemiology, microbiology, communication/health education, public health informatics, and emergency preparedness. While the hundreds of pages of local, state, and national ordinances, statutes, and regulations provide a framework for inspectional operation, much of the inspectional process remains subjective requiring a high degree of technical expertise. Orders issued by the inspectors within CEH can result in hundreds of thousands of dollars’ worth of food being destroyed while failing to act can result in significant morbidity and mortality from unwholesome food.

Competencies, essential for the success of the Consumer Environmental Division Director include the following:

Conflict Management - Steps up to conflicts, seeing them as opportunities; Reads situations quickly; Good at focused listening; Can hammer out tough agreements and settle disputes equitably; Can find common ground and get cooperation with minimum noise.

Customer Focus - Is dedicated to meeting the expectations and requirements of internal and external customers; Gets first-hand customer information and uses it for improvements in the delivery of services; Acts with customers in mind; Establishes and maintains effective relationships with customers and gains their trust and respect.

Delegation - Clearly and comfortably delegates both routine and important tasks and decisions; Broadly shares both responsibility and accountability; Tends to trust people to perform; Lets direct reports finish their own work.

Developing Direct Reports and Others - Provides challenging and stretching tasks and assignments; Holds frequent development discussions; Is aware of each direct report’s career goals; Constructs compelling development plans and executes them; Pushes direct reports to accept development moves.

Managing Diversity - Manages all kinds and classes of people equitably; Deals effectively with all races, nationalities, cultures, disabilities, ages, and both sexes; Supports equal and fair treatment and opportunity for all.

Communication Skills - Presents ideas effectively in formal and informal situations; Conveys thoughts clearly, concisely, and accurately, both inside and outside the organization; Listens well and asks good questions; Communicates well in writing;

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Managing and Measuring Work - Clearly assigns responsibility for tasks and decisions; Sets clear objectives and measures; Monitors process, progress and results; Designs feedback loops into work and provides constructive feedback.

Political Savvy – Can maneuver through complex political situations effectively and quietly; is sensitive to how people and organizations function; anticipates where the land mines are and plans his/her approach accordingly; views corporate politics as a necessary part of organizational life and works to adjust to that reality; is a maze-bright person.

Building Effective Teams – Blends people into teams when needed; creates strong morale and spirit in his/her team; shares wins and successes; fosters open dialogue; lets people finish and be responsible for their work; defines success in terms of the whole team; creates a feeling of belonging in the team.

Professional Development – Learns new skills on own initiative; Demonstrates understanding and interest in current trends and best practices in the field of discipline; Applies new skills and knowledge on the job; Evaluates own potentials/weaknesses and plans for improvement; Has proficient skills in necessary computer applications.

Promoting Health and Preventing Disease - Obtains and interprets information regarding risk factors (both direct and contributing) to establish the determinants of community health status and factors that might be targeted for modification; Promotes health broadly defined as quality of life in community; Persuades and influences individuals and groups by increasing knowledge, shaping attitudes, and modifying behaviors towards disease prevention and intervention.

M. I believe that the statements made above in describing this job are complete and accurate.

Signature of Department Head or Designated Representative

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