

City Sealer Operations Supervisor - Health

Class Code: 180-8 (CC-2)

Bargaining Unit: Non-Union Exempt

CITY OF APPLETON
Revision Date: Apr 18Mar 15, 20242

SALARY RANGE

\$29.71 - \$44.56 Hourly \$61,796.80 - \$92,684.80 Annually Formatted: Font: (Default) Arial

NATURE OF WORK:

The Operations Supervisor - Health, acting as the City Sealer of Weights and Measures, is responsible for administering, managing, and operating the Weights and Measures inspection programs in Appleton and the East Central Weights and Measures consortium contracted municipalities. This position develops and maintains timely inspection programs to ensure compliance with the State Weights and Measures Law mandates. The role involves directing Weights and Measures inspectors to conduct inspections, tests, and enforcement actions on weighing and measuring equipment, price scanning systems, as well as on bulk and prepackaged consumer products to ensure accurate weight, measurement, or count, correct labeling, proper price representations, and fair-trade practices.

Additionally, the Operations Supervisor - Health expands these duties to function as a regulatory operations manager, enhancing departmental operations through Quality Improvement (QI) and Continuous Improvement (CI) strategies. The position is also critical in leading the department's Public Health Accreditation Board (PHAB) accreditation efforts and managing and overseeing consumer protection programs, including those not requiring state-mandated licensed personnel, ensuring safe and compliant services under city regulations.

The incumbent supports public health responses through contact tracing and data analytics and serves as a backup safety officer within the Incident Command Structure (ICS), ensuring emergency response operations are conducted safely and effectively. The Operations Supervisor - Health operates under the general direction of the City Health Officer and is expected to personally conduct inspections and tests regularly while fostering a culture of continuous improvement and operational excellence within the department. As City Sealer of the Weights and Measures Section, this staff position is responsible for the administration, management and operation of the Weights and Measures (W&M) inspection programs in Appleton and the East Central W&M consortium contracted municipalities. The City Sealer must develop timely inspection programs to ensure compliance with mandates of State Weights and Measures Law. The work involves directing Weights and Measures Inspectors to conduct inspections, tests and enforcement actions on weighing and measuring equipment, price

scanning systems, as well as on bulk and prepackaged consumer products to ensure accurate weight, measure or count, correct labeling, proper price representations, and fair trade practices. The City Sealer also personally conducts the aforementioned on a regular basis. The incumbent works under the general direction of the City Health Officer.

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JOB FUNCTIONS:

ESSENTIAL JOB FUNCTIONS (Tier 2 – Program Management and Supervisory Responsibilities)

Domain 1: Data Analytics and Assessment Skills

- Leads program evaluation efforts, regularly assessing the effectiveness of consumer protection programs. Implements continuous improvements to enhance service delivery and compliance, ensuring effective responses to consumer needs and regulatory requirements.
- Identifies potential licensees for consumer protection programs by utilizing specialized software to analyze data and identify potential licensees, ensuring comprehensive coverage and compliance with city regulations through data-driven approaches.
- Regularly operates computer-based inspection recordkeeping and reporting systems in field applications.
- Leads initiatives to embed QI and CI methodologies within departmental practices, aiming to enhance operational outcomes and foster a culture of excellence and innovation.
- Regularly assesses the skill levels and capabilities of the workforce to identify gaps and areas for improvement. Utilizes data-driven approaches to tailor training and development programs that meet the specific needs of the health department and its community objectives.

Domain 2: Policy Development and Program Planning Skills

Directs and administers the objectives of the Weights and Measures Section.

Develops and refines comprehensive inspection programs, with a strengthened focus on consumer protection, ensuring compliance with mandates and timely responses to issues. Prioritizes the creation of consumer-oriented policies and programs that enhance transparency and fairness in trade practices develops comprehensive inspection programs to reflect and provide for annual inspection of business establishments, as well as respond to timely issues.

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• Ensures that all workforce development initiatives are designed to meet or exceed PHAB accreditation standards. Works closely with the accreditation coordinator to integrate workforce development efforts with overall departmental goals and accreditation processes.

Domain 3: Communication Skills

- Documents compliance issues and consults with legal representatives for case development.
- Testifies in court concerning violations of laws and regulations.
- Creates and publishes consumer information, presents speeches and programs to public, prepares press releases and interviews with the area media with supervisory verification.
- Investigates consumer complaints, including testing, interviewing and negotiating settlements and restitution where necessary.
- Initiates warning letters, citations, or civil actions on violations.
- Prepares and maintains records to be submitted to State and local authorities for all programs.

Domain 4: Health Equity Skills

- Works to eliminate any disparities in how weights and measures regulations are enforced across different socioeconomic and cultural groups. This might include translating consumer protection information into multiple languages and ensuring that information about how to report violations is accessible to everyone, regardless of literacy level or language proficiency.
- Ensures that consumer protection efforts are equitably distributed and sensitive to the needs of diverse populations. Advocates for policies that reduce health disparities and barriers that might prevent equal access to fair and transparent health services.
- Assembles the Section budget and closely monitors all expenditures.
- Administers Weights and Measures fee systems, monitors and keeps rates current. Domain 5: Community Partnership Skills
- Develop relationships with area municipalities that will result in Weights and Measures Contracts_ and maintain programs in a positive manner with contracted cities and villages.

Domain 6: Public Health Sciences Skills

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None

- Guides and participates in the preparation, documentation, and processes necessary for achieving and maintaining PHAB accreditation.
- Provides staff with training and resources on up-to-date consumer protection laws, ethical practices, and effective communication techniques. Cultivates a team of wellinformed professionals committed to upholding high consumer rights and service excellence standards.

Domain 7: Management and Finance Skills

- Assembles the Section budget and closely monitors all expenditures.
- · Administers Weights and Measures fee systems, monitors and keeps rates current.
- Manages and oversees consumer protection programs, ensuring safe and compliant services under city regulations. Focuses on programs that do not require statemandated licensed personnel, maintaining a high standard of public health and safety.
- <u>Develops and implements policies and procedures for consumer protection areas</u> within the department, including Weights and Measures. Ensures all practices meet current regulatory and safety standards, adapting to legislative changes and public health needs.

Domain 8: Leadership and Systems Thinking Skills

- Trains staff in Weights and Measures inspection testing and enforcement techniques, procedures, practices, and guidelines. Makes assignments to, instructs and evaluates Weights and Measures staff performance.
- Cultivates an organizational culture that values lifelong learning and continuous improvement. Encourages staff engagement in professional development activities and integrates learning opportunities into regular staff activities and performance evaluations.
- Plans and coordinates inspection work assignments and scheduling. Coordinates travel and field work within the assignment area.
- Inspects and tests devices to identify their accuracy in determining the weight or measure of a commodity in a commercial transaction. Such devices include, but are not limited to, scales of all varieties ranging from precision gold scales to large capacity truck scales, metering devices such as gas pumps, taxi meters, cordage meters and timing devices such as coin-operated laundry dryer timers.
- Evaluates Weights and Measures products labeling and trade practice codes on temporary and transient sales.
- Operates specialized and highly technical measuring standards to evaluate commercial weighing and measuring devices, and pre-measured commodities.

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- Regularly operates computer-based inspection recordkeeping and reporting systems in field applications.
- Provides oversight to Health Department inspectors and clerical staff acting as "mystery shoppers" in making sample purchases of products and services.
- Investigates consumer complaints, including testing, interviewing and negotiating settlements and restitution where necessary.
- · Initiates warning letters, citations or civil actions on violations.
- Prepares and maintains records to be submitted to State and local authorities for all programs.

♣ Documents compliance issues and consults with legal representatives for case development.

- Testifies in court concerning violations of laws and regulations.
- Creates and publishes consumer information, presents speeches and programs to public, prepares press releases and interviews with the area media with supervisory verification.

Maintains regular punctual and predictable attendance.

OTHER JOB FUNCTIONS

- Develops and supervises preventive measures designed to forestall unintended violation of weights and measure laws.
- Supervises merchants and vendors in proper usage, maintenance and application of weighing and measuring devices, package materials and product labeling.
- Screens quantity declarations and legal methods of sale of commodities in all printed advertisements distributed and/or affecting the City.
- Inspects, repairs and consults for area government agencies.
- Advises buyers and sellers as to their rights and duties under the weights and measures laws.

 Assists public health <u>outbreakemergency</u>, responses through contact tracing and data analytics, providing essential support during public health emergencies. Serves as a backup safety officer within the Incident Command Structure (ICS), contributing to the safety and effectiveness of emergency response operations. **Commented [EM1]:** We have removed this as an inspection tool.

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performed during the Pandemic

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• Maintains regular punctual and predictable attendance.

REQUIREMENTS OF WORK:

Education;

Associates * Bachelor's degree in Business Administration or related field, must fulfill State Bureau of Weights and Measures requirements, and prior experience in inspecting weighing and measuring devices, or any equivalent combination of experience and training training which provides the following knowledge, abilities and skills:

Certifications:

- National Incident Management System (NIMS)/Incident Command System (ICS) (100, 200, 300, 700, and 800) certification within six (6) months of employment.
- Handbook 44 general code certification through the State of Wisconsin within one (1) year of employment.
- •Retail Motor Fuel Device (RMFD), Small/Medium/Heavy Capacity Retail Scale, and Uniform Price Scanning (UPC) certification through the State of Wisconsin within one (1) year of employment

Licenses:

Possess and maintain a valid Wisconsin driver's license.

Knowledge, Skills and Abilities:

- Knowledge of the construction and operation of weighing and measuring devices and of weighing and measuring standards.
- Knowledge of project management theories and practices, including strategic planning, resource allocation, and effective leadership.
- Knowledge of quality improvement and continuous improvement theories and their practical application within public health and regulatory settings.
- Ability to implement process enhancements to improve efficiency, accuracy, and compliance

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of community health initiatives and emergency response operations.	
Knowledge of laws, ordinance and regulations governing weights, scales and	Formatted: Font: (Default) Arial, 12 pt
measures.	
Knowledge of investigative rules, policies and procedures relating to program non-	Formatted: Font: (Default) Arial, 12 pt
compliance.	
 Knowledge of the legal process, collection of evidence and case documentation. Ability to investigate complaints and resolve them or, if necessary, initiate appropriate legal action. 	Formatted: Font: (Default) Arial, 12 pt
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• Ability to communicate effectively, both orally and in writing, with individuals within and outside the organization.	
Ability to read verbal and non-verbal cues, enhancing the assessment of stakeholder	Formatted: Font: (Default) Arial, 12 pt
honesty and intent.	
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Skilled in employing tactical communication strategies to engage effectively, elicit information, and build trust across diverse groups, ensuring transparent and productive interactions.	
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 Ability to prepare and maintain accurate records. Ability to inspect and test commercial weighing and measuring devices to determine suitability, condition and accuracy of each device or standard. 	
Ability to prepare, maintain, and manage accurate and detailed records.	Formatted: Font: (Default) Arial, 12 pt
·	Formatted: Font: (Default) Arial, 12 pt
 Proficient in using computer hardware and software related to inspection processes and recordkeepingAbility to use computer hardware and software related to the inspection processes and record keeping. 	
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Ability to prioritize work and work under limited supervision in completing job assignments. Possess and maintain a valid Wisconsin driver's license.	
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SUPPLEMENTAL INFORMATION:	
COMPETENCIES	Formatted: Font: (Default) Arial, 12 pt
Communication Staff Development (mentoring)	
Motivate	
Problem Solving	

To learn more about these competencies click here

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JOB TASK ANALYSIS:

Job Analysis/Requirements

Job Title: Operations Supervisor - Health

Reviewed Date: April 2008 Revised Date: May 23, 2024

Physical Demands

<u>Activity</u>	<u>N -</u> Never	O - Occasionally (1-33%)	F - Frequently (34-66%)	C - Constantly (>67%)
Sitting				X
Walking			X	
Standing			X	
Bending		X		
Climbing (stairs)		X		
Climbing (ladders)				X
Kneeling		X		
Crouching		X		
Crawling		X		
Twisting (neck)		X		

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Twisting (waist)		X		
Repetitive hand movement				X
Reaching (above shoulder)		X		
Reaching (below shoulder)				X
Repetitive foot movement			X	
Lifting				
- Light (max. 10 lbs)			X	
- Moderate (max. 25 lbs)			X	
- Heavy-moderate (max. 45 lbs)		X		
- Heavy (max. 65 lbs)	X			
Carrying				
- Light (max. 10 lbs)			X	
- Moderate (max. 25 lbs)			X	
- Heavy-moderate (max. 45 lbs)		X		
- Heavy (max. 65 lbs)	X			
Pushing/Pulling			X	
- Max. weight 25 lbs.			X	
Balancing		X		
Stooping		X		
Repetitive twisting/pressure involving wrists or hands		X		

Visual and Communication Requirements

Requirement	<u>Yes</u>	<u>No</u>
General visual concentration	X	
Specific vision abilities		
- Close vision	X	
- Distant vision	X	
- Color vision	X	

- Peripheral vision	X	
- Depth perception	X	
- Ability to adjust focus	X	
Hearing		
- Ability to hear communication clearly	X	
- Ability to distinguish basic sounds	X	
- Ability to distinguish basic colors	X	
- Ability to distinguish basic shades	X	
Speaking		
- Speak clearly in English	X	
- Speak clearly in Spanish		
- Speak clearly in Hmong		
- Speak clearly in Other		

Working Conditions

	<u>N -</u>	O - Occasionally	F - Frequently	C - Constantly
<u>Condition</u>	<u>Never</u>	<u>(1-33%)</u>	<u>(34-66%)</u>	<u>(>67%)</u>
Temperature between 90-	<u>X</u>			
100 degrees				
Temperature below 55	<u>X</u>			
degrees				
Temperature above 100	X			
degrees	_			
Wetness		X		
11 111				
<u>Humidity</u>		X		
Noise				X
				_
<u>Vibration</u>			X	
Fumes				X
<u>rumes</u>				<u>^</u>
Gases				<u>X</u>
<u>Dust</u>			X	
Mists			X	
<u>Odors</u>				<u>X</u>

Explosives		X		
Hazardous chemicals		X		
Toxic chemicals		X		
Radiation	X			
<u>Poor ventilation</u>		X		
Work on uneven/slippery ground		X		
Work at heights (greater than 25 feet)	X			
Operation of crane, truck, or motor vehicle				X
Activity Level				

Activity Level	
Sedentary	
<u>Light</u>	
Light/Medium	
<u>Medium</u>	X
Heavy	

Work Hours

Hours/Day	<u>8</u>
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Days/Week

Days/Week	<u>5</u>

Overtime

Overtime	Occasional
Overtime	Uccasional

Travel

Travel	Yes
	<u> </u>

JOB ANALYSS/REQUIREMENTS JOB TITLE: City Sealer REVISED DATE: April 2008	N = Never O - Occasionally: 1 to 33% of the time of F - Frequently: 34 to 66% of the time on	ijob	,		
REVIEW DATE: December 2010 . PHYSICAL DEMANDS anding laking iting	C = Constantly: More than 67% of the ti	ms on jo	0 	F ⊠ □	c
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hemicals: Types: Paper Chemicals (corrosive) rease and oils Types: Grease and Automotive Lubricants (testingme Vorking with machinery with moving parts			 X X		
Vorking with moving vehicles (testing meters on fuel oil and lubricant to Vorking with ladders scaffolding Vorking below ground	rucks)	8880000080008000808000			°0000000000000000000000000000000000000
Vorking with hands in water Vorking alone		⊠	□		\Box

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