

**POSITION DESCRIPTION**  
**Internal Operations Section**  
**Food Scientist-Advanced**  
**Working Title: Licensing Specialist**  
February 2025

**POSITION SUMMARY**

This position reports to the Internal Operations Section Manager and provides technical consultation to manufactured food, dairy, and retail and recreation field staff and supervisors in the planning and performance of licensing activities that affect their work areas. The work further involves giving guidance for all program licensing functions in the bureau, which regulates over 30,000 licenses statewide. This position acts as the primary liaison, for the assigned region, between Division management staff, legal, and field staff on licensing issues, including: directing licensing activities toward establishments, identifying processes that pose the highest risk of causing foodborne illness, or other environmental risks. This position provides training, education, and consultation to industry so they understand how the regulatory requirements apply to their operations. This position acts as the Department representative in communicating with industry, the general public, and other stakeholders of the program on statewide licensing issues for the food and dairy programs. This includes communications with FDA, USDA, other State and Local agencies, other Department Divisions and Bureaus. The position also provides input to management staff in developing policy, program initiatives and strategies, and operational procedures.

This Food Scientist position provides advanced technical expertise regarding innovative or unique food processes, product formulations, licensing, the movement of food and equipment. The position provides assistance to division staff, local agent health departments and industry in areas of; innovative and unique food processing systems, product formulations, food equipment design including function, materials and sanitation, sanitary design of food processing operations including, construction, installation of equipment, sanitation requirements and food processing capabilities. The employee is required to communicate verbally and in writing the results of technical reviews, inspections and investigations with appropriate persons and to assist with enforcement action when warranted. This position will serve as a primary person in the Bureau for Retail Food Establishment Plan Review, responsible for assessment and approval of plans and drawings for newly built or significantly remodeled facilities.

**GOALS AND WORKER ACTIVITIES**

60% **GOAL A: Provide technical training, education, and informational consultation regarding food and recreational licensing to industry partners, local health department (LHD) partners, and internal Bureau staff.**

- A.1. Serves as the primary bureau contact in communicating with industry, the general public, and other stakeholders of the program on statewide licensing issues for the food and dairy programs.
- A.2. Provide information and guidance to enable employees to make day to day decisions that focus on technical licensing requirements and interpretation of Administrative Rules and State Statutes.
- A.3. Monitor and respond to the Licensing Specialist Shared Email Inbox and respond to requests and phone calls that come to the Bureau from industry, local health department (LHD) partners, and internal staff within one business day. Inquires encompass all regulated businesses and require extensive knowledge concerning the regulatory requirements related to the business model. Required

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to obtain/possess an extensive understanding of rules and policies that govern these businesses.

- A.4. Serve as the technical liaison between FDA, USDA, other State and Local agencies, other Department Divisions and Bureaus regarding innovative, unique food processing systems, product formulations and equipment design and materials, sanitary design, construction, installation of equipment and process systems.
- A.5. Evaluate programs and policies to assist management in identifying areas where field staff need more training or resources, developing a training plan and/or other means to provide technical updates or licensing topic reminders to field staff. The position also provides input to management staff in developing policy, program initiatives and strategies, and operational procedures for licensing.
- A.6. Leverage available technologies to work in a fast-paced environment to efficiently and effectively communicate with stakeholders.

**20% GOAL B: Coordination and oversight of the retail food program plan review operations.**

- B.1. Serves as the main point of contact and expert for the retail food industry as it pertains to plan review and approval.
- B.2. Development of guidelines and factsheets for the evaluation of floor plans and food processing equipment. Areas of evaluation may include design, materials, fabrication, installation, operation, capacity and cleaning of equipment.
- B.3. Work directly with industry partners and other regulatory agents in the review of submitted plan information. Assess plan submissions to determine if they meet requirements set in the Wisconsin Food Code and make the final plan approval on whether they meet construction standards for opening a new or remodeled facility.
- B.4. Communicate with internal staff members on the approvals and plan review submissions for their area of the state to ensure an understanding of the approvals and when an application may be received post plan review.

**15% GOAL C: Development and the delivery of training presentation regarding technical licensing subjects to internal and external stakeholders.**

- C.1. Develop training materials regarding complex and basic license requirements, unique and innovative food processing systems, product formulations and equipment to assure correct application of food safety principles and public health related regulatory requirements.
- C.2. Deliver trainings mentioned in C.1 in a variety of trainings mediums to audiences, including written procedures and documentation, in person training, live webinar presentations, and recorded video type of medium.
- C.3. Regularly attend meetings and conferences hosted by internal staff, as well as external stake holders (Industry Partners, LHD Partners, and Federal Partner). Serve as the Bureau's representatives to these groups through the participation in terms of presentations, round table discussion, and panel exercises.

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- C.4. Deliver trainings mentioned in C.1 to external stakeholders to assist them in the licensing process and help them garner more insight of the regulatory processing requirements specific to their products and business model.

**5% GOAL D: Perform other functions and activities as directed to assure the effective administration and enforcement of the laws and regulations involved in the statewide food regulatory program. (IMPACT: Liaison with industry is essential in forming a foundation for voluntary compliance and a thorough, reliable food inspection program.)**

- D.1. Serve on technical committees to assist in the development of uniform equipment and processing standards of food and dairy industries and to advise and provide technical information.
- D.2. Represent the department and division at meetings, public hearings, court cases or informal conferences when technical assistance and information is required.
- D.3. Serve as resource person with other agencies and private industry as needed.
- D.4. As a subject matter expert, develop policies that strengthen and gain efficiencies regarding the regulated activities of the Wisconsin food safety system. This includes being able to identify programs overlays and gaps of regulated activities. Coordinate communication and training to educate each food program how regulatory changes may affect their work.
- D.5. Work with and participate in meetings as a member of the technical services section team. Actively assist in follow-up of food emergencies, emergency government activities and other unscheduled, unplanned incidents.

**KNOWLEDGE, SKILLS AND ABILITIES**

1. Knowledge of the Wisconsin's food and recreational program laws and regulations in regard to food establishment licensing, risk categorization, products, and processes.
2. Knowledge of food safety systems and scientific principles affecting them.
3. Ability to effectively communicate, both orally and in writing.
4. Ability to organize work assignments in a systematic and efficient manner.
5. Ability to be decisive and to develop and maintain effective working relationships with various public segments served, to appreciate the needs and concerns of others, and working effectively in groups.
6. Ability to obtain knowledge of a broad range of bacteria and microorganisms concerning their tolerance to various levels of temperature, moisture, acidity and chemicals.
7. Knowledge of cleaning and sanitizing chemicals and their effect on various equipment surfaces and products to determine points of contamination and product adulteration.
8. Knowledge of food products, storage temperatures, and the effects on product quality and possible adulteration through product deterioration.
9. Knowledge of material used in construction of food handling equipment and the effects different types of food products may have on equipment.
10. Knowledge of educational and public information principles and methods.
11. Possess the ability to provide excellent customer service

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**SPECIAL REQUIREMENTS**

1. This is a remote work position within an assigned region of the State. Occasional in-state travel may be required to conduct equipment evaluations, or to inspect food processors, retail food stores, warehouses, and other related food handling operations to determine compliance with applicable laws, regulations, ingredient, product identity and label standards, etc. This may require occasional overnight stays.
2. Possession of, or ability to obtain, a valid driver's license or the ability to provide one's own transportation for work purposes.
3. Must have the ability to obtain a Registered Environmental Health Specialist (REHS) or Wisconsin Registered Sanitarian (RS) license within 18 months of the date of hire. Maintenance of the REHS or RS is required as a condition of employment.