**POSITION SUMMARY:**

Under the general supervision of the Licensing & Technology Unit Program and Policy Supervisor, the Program Assistant Supervisor-Advanced position is responsible for managing and directing critical business processes for the Division of Food and Recreational Safety, primarily for the Bureau of Food and Recreational Businesses (BFRB). Responsibilities include coordinating the renewal of licenses, processing and assignment of new applications, effectively supervising program support staff, serving as the division public records liaison, overseeing unit specific administrative and financial operations, retail and recreational program agent reimbursements, providing quality customer service and records/forms (document control) management. In addition, work includes establishing unit work priorities, training, coaching and evaluating the performance of subordinates and functionality of business systems. This position exercises a considerable amount of individual initiative, independent judgment, and decision-making ability, while maintaining confidentiality. The position also interacts frequently with other division work units, department divisions and external stakeholders.

The Program Assistant Supervisor-Advanced shall comply with the division’s administrative rules and policies and procedures including those related to the division's overall mission of ensuring safe food, lodging, and recreation by educating and regulating businesses in a fair, effective and efficient manner.

## GOALS AND WORKER ACTIVITIES:

### 40% GOAL A: Administration of program procedures and assigned licensing support programs.

1. Coordinate and schedule renewals for all retail/recreational, manufactured food and personal licenses according to their expiration dates. Determine appropriate office management decisions regarding operational policies and procedures and plan for workload responsibilities and timelines.
2. Develop and maintain procedures for all functions performed by or affecting support staff in the Bureau. Update the procedures as needed.
3. Submit requests for unit documents to be reviewed and assist in the document control processes.
4. Act as the primary liaison with licensing software personnel (Internal Operations Section Manager, Program and Policy Supervisor, Business and Technical Specialists, and Bureau of Information Technology staff) in the development and modifications of Customer Relationship Management (CRM) and HealthSpace software.
5. Participate in management meetings, recommending changes in procedures to improve program effectiveness, long range planning, program updates, etc.
6. Establish unit’s workload distribution, and workload coverage schedules to ensure productivity is maintained.
7. Serve as the liaison with the License Permit Program Associate – Senior(s)as it relates to the collection of license fees and payments, including but not limited to lockbox processing, budgets, refunds, accounts receivable, etc.
8. Evaluate and review changes in statute, administrative codes and policy interpretations affecting division programs and provide support staff with appropriate guidance regarding changes.
9. Work on special projects as requested by the Program and Policy Supervisor.
10. Analyze existing business systems, including licensing systems, for efficiency to design and implement improved business strategies.
11. Process renewals, new applications, and payments to assist the unit. Approve refund requests, process non-sufficient funds and failed automatic clearing house issues and provide the Bureau of Finance with support related to licensing financials.
12. Manage the daily production of Certificate of Free Sales and serve as a notary public when needed.

### 30% GOAL B: Supervision, motivation and coaching of program support staff.

1. Schedule and conduct interviews; evaluate and select candidates; secure approval for appointment recommendation for program support staff.
2. Orient and train program support staff on Division policies and procedures, work rules, and work assignments.
3. Schedule and conduct regular staff and team meetings to explain and discuss new and/or changing procedures, and to ensure uniformity of instructions and work procedures, and receive feedback from staff and resolve problems or questions.
4. Develop and document performance standards for subordinates, standard operating procedures, and conduct performance evaluations.
5. Identify and approve individual training necessary to meet employee and agency needs.
6. Develop and maintain work schedules, vacation, and flex schedules and verify accuracy and completeness of time reporting system.
7. In the absence of any support staff, reassign or perform those priority tasks that are necessary for the continued efficient operation of the division.

### 25% GOAL C: Providing support to industry and division staff in order to maintain effective and efficient delivery of statewide inspection services.

1. Oversee the development, revision, distribution, and maintenance of unit forms and assist with BFRB forms.
2. Ensure applications are processed and distributed for the statewide BFRB programs.
3. Process agent county reimbursement payments accordingly.
4. Contribute to the revisions and maintenance of division program file systems and software such as CRM, HealthSpace, SharePoint, etc.
5. Direct and monitor the program mail system to ensure timeframes and deadlines are met.
6. Oversee and monitor RDA (Record Retention/Disposal Authorization) compliance related to the licensing program. Work with the division RDA Manager on issues related to the RDA program.
7. Meet with other division work units to discuss licensing efficiencies and concerns.

### 5% GOAL D: Perform related functions and activities as directed.

1. Assist management in advising area personnel on open records processes for compliance with state statute.
2. Provide liaison functions with a variety of entities (e.g., legal, regulated industries and the public) as related to the duties of this position.
3. Represent the division on committees and work groups as assigned.
4. Carry out special projects and assignments as directed.

## KNOWLEDGE, SKILLS AND ABILITIES:

1. Ability to organize work assignments in a systematic and efficient manner.
2. This position requires extensive knowledge of record management, office practices, quality assurance, and clerical performance standards in order to efficiently supervise the wide range of required clerical support duties.
3. Significant knowledge of licensing and customer service software, in particular Microsoft Dynamics CRM, HealthSpace, etc.
4. Possess the ability to provide excellent customer service.
5. Working knowledge on basic math principles and state financial systems, lockboxes, and budgets.
6. Ability to effectively communicate, both orally and in writing.
7. Considerable knowledge of computer systems, including automated licensing systems and Microsoft Office suite.
8. Significant leadership skills are required to supervise, coach, motivate and set priorities for subordinates to enable them to accomplish their performance standards.
9. Ability to gain knowledge of State food and recreational safety laws.
10. Considerable knowledge of division and State licensing requirements, money handling and basic auditing.
11. Ability to work in a fast paced, ever-changing environment.
12. Ability to gain knowledge of Bureau of Food and Recreational Business licensing processes and requirements.

## SPECIAL REQUIREMENTS:

1. Current appointment as a Wisconsin Notary Public; OR the eligibility to be appointed as a Notary within two months of employment.