

POSITION DESCRIPTION

Division of Food and Recreational Safety
Program and Policy Chief

POSITION SUMMARY

Under the direction of the Administrator, this position serves as a member of the division management team and participates in advising the Administrator and bureaus in strategic planning, budget and fiscal/procurement/purchasing, grants and contracts management fiscally, administrative rules, division policies and personnel management. This position plans, consults, and provides personnel management and coordination for the administrative operations of the division. This position has division-wide management responsibilities and back-up signature authority for various personnel, budget and management documents, including contracts, grants and agreements for the Division's Administrator as well as in other program areas in the absence of the Administrator and/or Bureau Directors. This position provides advice and recommendations to the Administrator, Bureau Directors, and other government entities, on key policy and program decisions. With direction from the Administrator, the position:

- Participates with the management team on division policy decisions.
- Oversees Division operations to assure compliance with federal and state laws, rules, and policies.
- Directs acquisition and analysis of metrics to guide the Division's continuous improvement of service quality.
- Provides program information statewide to the general public, professional administrators and planners, and to governmental officials at local, state, regional, and federal levels.

GOALS AND WORKER ACTIVITIES

25% **Goal A: Administration and evaluation of division planning, operations, policies and procedures designed to accomplish division as well as Department goals.**

- A1. Participate in strategic planning for the Division, including assessment of resource needs for priorities as well as developing or recommending policy and/or procedures to effectively implement new initiatives.
- A2. Serve as a consultant regarding work plans for each Bureau, providing advice on resources, budget/funding, impact, etc.
- A3. Establish specific program area or project objectives with management team members, coordinating development by program or technical experts and monitoring timelines for completion. Provide status reports to the Administrator and/or Bureau Directors as appropriate.
- A4. Develop and/or maintain effective work relationships with state or federal legislative entities, agencies, industry, or other organizations involved with the Division.
- A5. Direct the coordination of site visits by auditing agencies (e.g., Legislative Fiscal Bureau, Legislative Audit Bureau, etc.). Respond to questions from these entities or other (e.g., other states) regarding program mission, objectives, program budgets, and personnel practices.
- A6. Lead or coordinate studies as well as analyze fiscal data required to ensure maintenance of program standards, determine consequences of proposed or existing policies, and recommend alternative action to the Administrator and other management team members.
- A7. Work on projects (e.g., rules development or revision, fiscal estimates, etc.) as requested by the Administrator, including in-depth research and analysis. This may include assignment to special department committees or task forces.
- A8. Direct the evaluation of program outcomes and effectiveness in support of quality

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improvement and knowledge-based decision-making efforts.

- A9. Develop, implement and monitor Division internal policies and procedures for the efficient operation of the Bureaus.
- A10. Advise and recommend on key policy and program decisions. Provide oversight of policy decision documentation, communication, and dissemination.
- A11. Oversee / review / develop policies, practices, and procedures that enable effective administration and oversight of the Bureaus consistent with Department and Division priorities and directions.
- A12. Participate in presenting policy options and DFRS decisions to DATCP Divisions, Secretary's Office, and external stakeholders.
- A13. Oversee, review, and recommend document control administration and records management for the Division.
- A14. Assist the Administrator in developing and managing short- and long-range Division goals and objectives.
- A15. Represent DFRS in committees, task groups, and meetings as needed.

20% Goal B: Management and evaluation of division budget and fiscal processes, including infrastructure.

- B1. Coordinate and lead the development of budget documents for use in biennial and annual adjustment processes for the division. Oversee staff work on the operating budget.
- B2. Manage the biennial budget process in the Division, working with others to recommend, analyze, discuss and prepare biennial budget requests. Audit and review budget reports, Single Letter of Credit, etc.
- B3. Coordinate and prioritize bureau requests for funding of currently unfunded or under-funded activities, including infrastructure assessments.
- B4. Attend all budget meetings for the Division; these may concern: rules handed down from the Secretary's Office for budget preparation; federal funding changes; budget decisions imposed on the department that need division action, input, etc.
- B5. Provide consultation to Bureau of Finance (BOF) staff regarding Division operating budget. Provide oversight to division staff who process and track appropriations and expenditures; approve transactions as applicable.
- B6. Conduct a quarterly review of the fiscal year budget and expenditures and prepare reports to summarize status for BOF, Budget Director, or Department of Administration (DOA) review.
- B7. Direct the preparation of financial plans for the use of federal funds and other sources of funds. Review and recommend actions to the Administrator regarding external contracts, grants, and awards designed to support the program and administrative functions of the Division.
- B8. Oversee division-wide purchasing and payments. Provide consultation to support staff regarding appropriations, payments, and deposits; approve purchase orders; etc.
- B9. Provide the Administrator, Bureau Directors, and department Finance or Budget staff with a revenue report as applicable. Incorporate revenue report with the quarterly budget status report, make projections and recommendations.

20% Goal C: Management of program and financial allocation strategies, including research efforts, operations, evaluation and budgeting required to support the Division's programs, grants and contracts.

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- C1. Direct program and planning research activities; utilize information collected to complete assessments of Division programs, proposed initiatives, workload and/or resource use, etc. Incorporate a budget analysis or impact assessment prior to Administrator or other management review.
- C2. Participate with other management team members in the evaluation of program mandates (e.g., by statute, rule, etc.) against what the public expects in regard to program services, health safety, etc. Assist in developing and evaluating operating plans.
- C3. Oversee grant proposal research activities, completing the business and budget analysis component prior to submission. Negotiate costs through utilization of budget information.
- C4. Follow-up with granting agencies for clarification of grant (or application) provisions or needed changes, providing insight to how workload or programs are being impacted, trends, past history, or projections into the future.
- C5. Assess fee increase needs and direct program and planning staff regarding needed research and data to be collected as part of the evaluation process.
- C6. Evaluate fiscal, physical, and personnel resources of the Division's business areas, monitoring expenditure and resource levels. Provide recommendations to other management staff.
- C7. Assist management staff in establishing performance measures for program area operations.
- C8. Complete other related program and policy review work as assigned (policy or procedure development, analyze program proposals prepared by business areas for consistency, etc.)
- C9. Identify opportunities for inter-Bureau collaboration and facilitate the collaboration.
- C10. Form internal workgroups, as needed, in coordination with the Bureau Directors, to carry out Division policy, drawing from one or both Bureaus as needed, to assign work to such groups.
- C11. Coordinate and lead writing of Memoranda of Understanding among bureaus that define mutual responsibilities.

20% Goal D: Serve as a key contact regarding division employee relations activities; this includes serving as a liaison with human resources and division management staff.

- D1. Based on budget directives, assess the impact of budget actions on staffing levels (e.g., need for additional positions or position reductions, development or abolishment of classifications, etc.). Contact human resources staff for consultation on employee relations requirements, steps to implement actions, etc.
- D2. Assist Division managers in personnel matters, including but not limited to: initial review of disciplinary actions, response to employee complaints, reclassification, layoff, resignations, dismissals, etc. Set-up necessary employee meetings and ensure compliance with applicable rules; consult with human resources.
- D3. Direct management staff in their role in dealing with employee conflict(s) to ensure timely handling of matters and appropriate resolution. Meet regularly with managers to discuss employee concerns and identify action steps to implement corrective measures.
- D4. Meet with the Human Resources management staff to discuss Bureau problems that may require disciplinary action, development of a performance improvement plan, or individual training resource needs.
- D5. Attend agency employee relations meetings as a division representative. Coordinate Division follow-up on issues raised at the labor-management meetings.
- D6. Oversee division hiring and new employee orientation activities; ensure completion of applicable paperwork by support staff.

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- D7. Participate in the employee selection process for key positions and review all hiring recommendations before they are submitted to the Administrator.

15% **Goal E: Supervision of Staff.**

- E1. Develop employee objectives, conduct performance evaluations, counsel and guide Division administrative staff. This includes setting staff training objectives.
- E2. Review and approve leave schedules, training requests and timesheets; assess and discuss staff training needs for Division administrative staff.
- E3. Review and/or recommend for all division staff disciplinary action, reclassification, layoff, resignations and dismissals for compliance with applicable standards and rules.
- E4. Monitor and implement compensation plan, administrative code, fleet policies, and/or employee relation provisions as applicable.
- E5. Develop and implement training objectives and programs for staff to facilitate performance of assigned tasks. Provide technical advice to staff as needed.
- E6. Schedule work assignments for staff to ensure effective delivery of program services; assign special projects.
- E7. Review and/or approve staff reports or other correspondence as appropriate.
- E8. Manage the day-to-day activities, duties and tasks of the Division Office Manager (DOM).
- E9. Provide technical and procedural advice.
- E10. Manage the recruitment, selection and hiring of new staff (e.g., develop qualification criteria, interview question benchmarks, interview prospective employees). Review the hiring and selection processes division-wide to assure fairness and equal opportunity for all applicants.
- E11. Monitor the implementation of Affirmative Action/Civil Rights Compliance (AA/CRC) plans within assigned areas of responsibility.
- E12. Assure support for AA/CRC plans, including equal access and opportunity for staff to attend training, reasonable accommodations for employees in compliance with the American Disabilities Act, timely response to complaints, etc.
- E13. In coordination with the Administrator, review and approve all bureau recommendations for Discretionary Merit Compensation (DMC) and Discretionary Employee Retention Award (DERA).

KNOWLEDGE, SKILLS AND ABILITIES

- 1. Ability to lead and set direction directly via supervision and indirectly via influence.
- 2. Ability to clearly, concisely, and effectively communicate complex concepts verbally and in writing.
- 3. Demonstrated ability to lead and supervise in a large, complex organization.
- 4. Demonstrated abilities in decision-making, change management, and conflict resolution.
- 5. Demonstrated ability to lead and coordinate group discussion and decision-making.
- 6. Demonstrated ability to resolve personnel conflicts, disciplinary issues, and performance issues.
- 7. Demonstrated ability to represent an organization and explain the organization's policies, programs and goals to external stakeholders.
- 8. Demonstrated ability to analyze policy and/or programs, including recommending steps for

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improvement; this includes skill in managing work plans, monitoring progress, and evaluating results.

9. Ability to develop short- and long-term plans and goals, consistent with applicable laws, regulations, and policies.
10. Knowledge of food safety, lodging, or recreational regulatory program benchmarks and standards.
11. Knowledge of state personnel procedures.
12. Knowledge of personnel management and supervisory practices (e.g., hiring, discipline, grievance processing, performance evaluation, training, AA/CRC, etc.).
13. Extensive knowledge of program management and supervision; including principles and techniques of program organization and public administration, budget preparation, personnel management, employee training and motivation, and program coordination.
14. Knowledge of the state budget process and fiscal management.
15. Knowledge of fiscal methods and basic accounting procedures including purchasing, travel, payments, revenue tracking, etc. in the state accounting system (STAR/PeopleSoft).
16. Skill in assessing resources (e.g., staffing, equipment, monetary resources, etc.) and the needed allocation for program areas to meet objectives.
17. Knowledge of state legislative and rule-making processes
18. Knowledge of quality improvement and project management principles.

SPECIAL REQUIREMENTS

- Occasional travel including some overnights for meetings, conferences, training, etc. may be required.
- Valid WI driver's license or ability to provide one's own transportation for work purposes.