

**CITY OF EL PASO, TEXAS**  
**DEPARTMENT HEAD'S SUMMARY REQUEST FOR COUNCIL ACTION (RCA)**

**DEPARTMENT:** Human Resources

**AGENDA DATE:** 11/20/07

**CONTACT PERSON/PHONE:** Human Resources, Linda Ball Thomas, (915) 541-4509

**DISTRICT(S) AFFECTED:** City Wide

**SUBJECT:**

**APPROVE:** Resolution so that the Classification and Compensation Plan be amended, as set forth on the attachment posted with this agenda, as recommended by the Civil Service Commission on November 8, 2007 (Attachment "A").

**BACKGROUND / DISCUSSION:**

The revision of the proposed job specification for Benefits Supervisor was requested by the Director of OMB to implement operational efficiencies. No current specification adequately describes the nature, scope and level of the assignments and requirements for this position

The creation of the proposed job specifications for the Health Department were requested by the Health District to implement strategic and operational efficiencies. The proposed thirty-four (34) job specifications will allow for the transitioning of Health District employees to City Civil Service employees on January 1, 2008. No current specifications adequately describe the nature, scope and level of the assignments and requirements of these positions.

**PRIOR COUNCIL ACTION:**

N/A

**AMOUNT AND SOURCE OF FUNDING:**

N/A

**BOARD / COMMISSION ACTION:**

Enter appropriate comments or N/A

As per Civil Service Commission recommendation on November 8, 2007

CITY CLERK DEPT.  
07 NOV -9 AM 11:01

\*\*\*\*\*REQUIRED AUTHORIZATION\*\*\*\*\*

**LEGAL:** (if required)    JRB   

**FINANCE:** (if required)       

**OTHER:** \_\_\_\_\_

(Example: if RCA is initiated by Purchasing, client department should sign also)  
*Information copy to appropriate Deputy City Manager*

**APPROVED FOR AGENDA:**

**CITY MANAGER:** \_\_\_\_\_

**DATE:** \_\_\_\_\_

**RESOLUTION**

**BE IT RESOLVED BY THE CITY COUNCIL OF THE CITY OF EL PASO:**

That the Classification and Compensation Plan shall be amended, as set forth on the attachment posted with this agenda, as recommended by the Civil Service Commission. (See Attachment "A").

**PASSED AND APPROVED** this \_\_\_\_ day of \_\_\_\_\_ 2007.

THE CITY OF EL PASO

\_\_\_\_\_  
John F. Cook  
Mayor

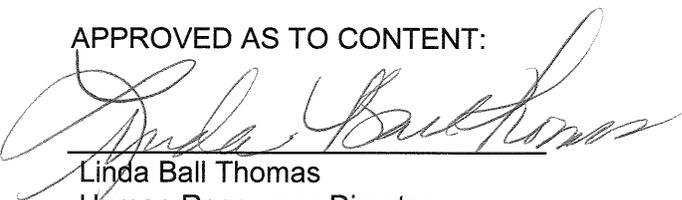
ATTEST:

\_\_\_\_\_  
Richarda Duffy Momsen  
City Clerk

APPROVED AS TO FORM:

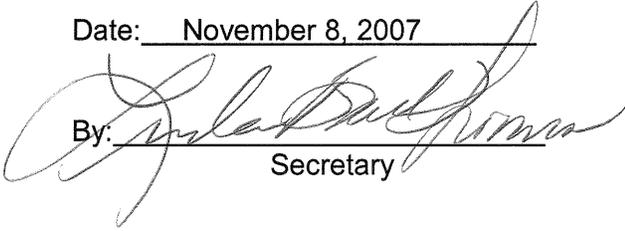
  
\_\_\_\_\_  
John R. Batoon  
Assistant City Attorney

APPROVED AS TO CONTENT:

  
\_\_\_\_\_  
Linda Ball Thomas  
Human Resources Director

APPROVED BY THE CIVIL  
SERVICE COMMISSION:

Date: November 8, 2007

By:   
\_\_\_\_\_  
Secretary

07 NOV -9 4M 11:01  
CITY CLERK DEPT.

#3

JOHN COOK  
MAYOR

JOYCE WILSON  
CITY MANAGER

LINDA BALL THOMAS  
HUMAN RESOURCES DIRECTOR



CITY COUNCIL  
ANN MORGAN LILLY, DISTRICT 1  
SUSANNAH M. BYRD, DISTRICT 2  
J. ALEXANDRO LOZANO, DISTRICT 3  
MELINA CASTRO, DISTRICT 4  
RACHEL QUINTANA, DISTRICT 5  
EDDIE HOLGUIN JR., DISTRICT 6  
STEVE ORTEGA, DISTRICT 7  
BETO O'ROURKE, DISTRICT 8

## HUMAN RESOURCES DEPARTMENT

DATE: October 31, 2007  
TO: Civil Service Commission  
FROM: Linda Ball Thomas, Human Resources Director  
SUBJECT: Proposed Changes to the Classification and Compensation Plan: Revised Job Specifications

The Human Resources Department requests that the Civil Service Commission recommend the following changes to the City Council for acceptance and approval. See attached proposed job specification.

	<u>TITLE</u>	<u>CODE</u>	<u>GRADE</u>
<b>PROPOSED</b>	<b>Benefits Supervisor</b>	<b>12095</b>	<b>PM 127</b>

The revision of the proposed job class was requested by the Director of OMB to implement operational efficiencies. No current specification adequately describes the nature, scope and level of the assignments and requirements for this position.

The proposed job specification was written in the standard style and format and reviewed by the Director of OMB and the Human Resources Director. The City's current methodology for evaluating jobs was then applied. The recommended grade shown above establishes an externally competitive as well as equitable relationship with respect to other City job classes.

This recommendation is being made pursuant to:

Civil Service Rule 4, Section 2 a. & b. Classification of New Positions:

*"a. The creation of a new position is subject to approval through the budgeting process based on needs demonstrated by the Department Head concerned. The Human Resources Director shall update as necessary the classification and compensation plans of the City for the classified services. The Director shall present such plans, and the recommendation of the Civil Service Commission, to the City Council for acceptance and approval."*

*"b. Whenever a new position is proposed, the Department Head shall forward to the Human Resources Director a description of the proposed duties and responsibilities of the position. The Human Resources Director shall, after a study of the Department Head's proposal, make changes, if necessary, recommend the appropriate class and grade in the classification plan to which the position should be allocated, and submit for recommendation and approval in accordance with Section 2a."*

Attachment (*Proposed Job Specification*)





**JOB SPECIFICATION**  
**BENEFITS SUPERVISOR**

Code 12095  
Grade PM 127

**General Purpose**

Under direction, oversee daily administration of group insurance and employee benefits for City employees, retirees and their dependents.

**Typical Duties:**

Oversee health, life and optional employee benefits programs, analyze health fund cash activity, reconcile billing and ensure timely payment of vendors. Involves: Create detailed spreadsheets with data related to various insurance plans, employee deductions and City contributions, analyze cash receipts and disbursements, maintain accurate records and control tables of benefit deductions and codes, utilize network and PC based computer systems to extract and analyze complex data, research discrepancies and make corrections as appropriate. Coordinate the annual open enrollment process, schedule informational meetings, distribute and explain plan information, verify employee/retiree plan selections, notify vendors, coordinate and assist with payroll system updates. Furnish required data regarding benefit programs to regulatory agencies.

Assist employees, retirees and dependents with service issues. Involves: Assist in development of plan design, schedule of benefits. Assist in actuarially developing premiums. Determine the various points of benefit financially on different co-pay/premium adjustments. Research plan documents, contact vendors or third party administrators, facilitate resolution of issues and respond to concerned party. Interact with a wide range of employees, third party administrators, vendors, retirees, dependents and coworkers including those who may be experiencing significant stress.

Supervise assigned staff. Involves: Assign, schedule, guide and monitor work. Appraise employee performance. Provide for staff training and development. Counsel, motivate and maintain harmony. Identify and resolve staff differences, conflicts and deficiencies. Interview applicants. Recommend hiring, termination, transfers, discipline, merit pay or other employee status changes. Enforce personnel rules and regulations and work behavior standards firmly and impartially. Perform related duties as required. Involves:

Perform duties of supervisor or coworkers if necessary to ensure continuity of operations during absences.



**JOB SPECIFICATION**  
**BENEFITS SUPERVISOR**

Code 12095  
Grade PM 127

***Knowledge, Skills, and Abilities***

- Application of considerable knowledge of federal, state and local laws, regulations, rules and ordinances related to municipal accounting, finance, fiscal controls, health, life and optional employee benefits programs.
- Application of considerable knowledge of modern municipal accounting and management practices, generally accepted accounting practices, methods and procedures.
- Application of considerable knowledge of computer hardware, software and peripherals related to a wide range of accounting and financial management operations including computerized payroll applications.
- Application of considerable knowledge of state and federal laws and regulations related to employee benefit programs.
- Application of good knowledge of supervisory techniques, and pertinent federal, state and local rules and regulations related to human resource management, and customer service/public relations practices and procedures.
- Interpret oral, written, quantitative and electronic information dealing with complex variables to identify and analyze, and solve practical management problems such as benefit coverage/service complaints or maintenance of benefit control tables.
- Analyze financial or computer data and additional information in the assessment and analysis of financial data related to group insurance programs and present management reports.
- Establish and maintain effective working relationships with employees, retirees, dependents, coworkers, officials, vendors and third party administrators.
- Clear, concise oral and written communication to develop and present reports to management.
- Attention to detail and established deadlines; prepare complex analytical reports and maintain detailed accounting records.

***Other Job Characteristics***

- Public speaking to make informational presentations of complex information in an understandable manner to employee groups.

***Minimum Qualifications***

Education and Experience: An Bachelor's degree in accounting, business or public administration, finance or a related field, and four (4) years of health, life or optional employee benefits program experience.

Licenses and Certificates: None.



**JOB SPECIFICATION**  
**BENEFITS SUPERVISOR**

Code 12095  
Grade PM 127

***Knowledge, Skills, and Abilities***

- Application of considerable knowledge of federal, state and local laws, regulations, rules and ordinances related to municipal accounting, finance, fiscal controls, health, life and optional employee benefits programs.
- Application of considerable knowledge of modern municipal accounting and management practices, generally accepted accounting practices, methods and procedures.
- Application of considerable knowledge of computer hardware, software and peripherals related to a wide range of accounting and financial management operations including computerized payroll applications.
- Application of considerable knowledge of state and federal laws and regulations related to employee benefit programs.
- Application of good knowledge of supervisory techniques, and pertinent federal, state and local rules and regulations related to human resource management, and customer service/public relations practices and procedures.
- Interpret oral, written, quantitative and electronic information dealing with complex variables to identify and analyze, and solve practical management problems such as benefit coverage/service complaints or maintenance of benefit control tables.
- Analyze financial or computer data and additional information in the assessment and analysis of financial data related to group insurance programs and present management reports.
- Establish and maintain effective working relationships with employees, retirees, dependents, coworkers, officials, vendors and third party administrators.
- Clear, concise oral and written communication to develop and present reports to management.
- Attention to detail and established deadlines; prepare complex analytical reports and maintain detailed accounting records.

***Other Job Characteristics***

- Public speaking to make informational presentations of complex information in an understandable manner to employee groups.

***Minimum Qualifications***

**Education and Experience:** An Bachelors Associates degree in accounting, business or public administration, finance or a related field, and four (4) years of health, life or optional employee benefits program experience.

**Licenses and Certificates:** None.



**JOB SPECIFICATION**  
**BENEFITS SUPERVISOR**

Code 12095  
Grade PM 127

**General Purpose**

Under direction, oversee daily administration of group insurance and employee benefits for City employees, retirees and their dependents.

**Typical Duties:**

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Supervise assigned staff. Involves: Assign, schedule, guide and monitor work. Appraise employee performance. Provide for staff training and development. Counsel, motivate and maintain harmony. Identify and resolve staff differences, conflicts and deficiencies. Interview applicants. Recommend hiring, termination, transfers, discipline, merit pay or other employee status changes. Enforce personnel rules and regulations and work behavior standards firmly and impartially. Perform related duties as required. Involves:

Perform duties of supervisor or coworkers if necessary to ensure continuity of operations during absences.

#3

JOHN COOK  
MAYOR

JOYCE WILSON  
CITY MANAGER

LINDA BALL THOMAS  
HUMAN RESOURCES DIRECTOR



CITY COUNCIL  
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MELINA CASTRO, DISTRICT 4  
RACHEL QUINTANA, DISTRICT 5  
EDDIE HOLGUIN JR., DISTRICT 6  
STEVE ORTEGA, DISTRICT 7  
BETO O'ROURKE, DISTRICT 8

## HUMAN RESOURCES DEPARTMENT

DATE: November 1, 2007  
TO: Civil Service Commission *JKS*  
FROM: Linda Ball Thomas, Human Resources Director  
SUBJECT: Proposed Changes to the Classification and Compensation Plan: New Job Specifications for Health Department

The Human Resources Department requests that the Civil Service Commission recommend the following changes to the City Council for acceptance and approval. See attached proposed job specifications.

### PROPOSED:

TITLE	CODE	GRADE
A. Senior Microbiologist	13226	PM 126
B. Microbiology Supervisor	13228	PM 128
<del>C. Health Director</del>	<del>22010</del>	<del>EX 2</del>
D. Health Assistant Director	22020	EX 3
E. Patient Services Coordinator	22030	EX 4
F. WIC Program Manager	22040	PM 132
G. WIC Services Manager	22050	PM 129
H. Certifying Authority	22060	PM 122
I. WIC Services Specialist	22070	GS 52
J. Nursing Program Manager	22080	PM 132
K. Public Health Nurse	22090	PM 128
L. Nurse Supervisor	22100	PM 130
M. Licensed Vocational Nurse	22110	GS 55
N. Medical Assistant	22120	GS 48
O. Clinical Assistant	22130	GS 44
P. Nutrition Services Manager	22140	PM 132
Q. Senior Nutritionist	22150	PM 126
R. Nutritionist	22170	PM 124
S. Breast Feeding Coordinator	22180	PM 123
T. Community Service Aide Breastfeeding Counselor	22190	GS 44
U. Epidemiologist	22200	PM 131
V. Dental Hygienist	22210	GS 53
W. Dental Assistant	22220	GS 45
X. Health Training & Promotions Manager	22230	PM 132
Y. Health Education Supervisor	22240	PM 126
Z. Health Education Specialist	22250	PM 122
AA. Community Health Preparedness Planner	22260	PM 125
BB. Public Health Supervisor	22270	PM 128
CC. Senior Public Health Specialist	22280	PM 124
DD. Public Health Specialist	22290	PM 122



<b>TITLE</b>	<b>CODE</b>	<b>GRADE</b>
<b>EE. Public Health Aide</b>	<b>22300</b>	<b>GS 44</b>
<b>FF. Deputy Director of Animal Services</b>	<b>22310</b>	<b>EX 4</b>
<b>GG. Animal Control Shift Supervisor</b>	<b>22320</b>	<b>GS 51</b>
<b>HH. Animal Control Officer</b>	<b>22350</b>	<b>GS 46</b>
<b>II. Animal Control Attendant</b>	<b>22380</b>	<b>GS 43</b>

The proposed thirty five (35) job specifications will allow for the transitioning of Health District employees to City Civil Service employees on January 1, 2008. No current specification adequately describes the nature, scope and level of the assignments and requirements for this position.

The proposed job specifications were written in the standard style and format and reviewed by the Human Resources Director. The City's current methodology for evaluating jobs was then applied. The recommended grades shown above establish an externally competitive as well as equitable relationship with respect to other City job classes.

This recommendation is being made pursuant to:

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*"b. Whenever a new position is proposed, the Department Head shall forward to the Human Resources Director a description of the proposed duties and responsibilities of the position. The Human Resources Director shall, after a study of the Department Head's proposal, make changes, if necessary, recommend the appropriate class and grade in the classification plan to which the position should be allocated, and submit for recommendation and approval in accordance with Section 2a."*

Attachment (*Proposed Job Specification*)





**JOB SPECIFICATION**  
**SENIOR MICROBIOLOGIST**

***General Purpose***

Under general direction, performs professional microbiological and clinical procedures, general bacteriology, mycobacteriology, clinical chemistry, mycology and parasitology, such as isolation, subculture, presumptive and final identification of specific pathogenic microorganisms and advanced microscopic and serologic examination, identification and reporting.

***Typical Duties:***

Performs a variety of professional level microbiological procedures. Involves: prepares complex media/susceptibility plates and performs related quality control. Inoculates selective and enrichment media for the purpose of isolating pathogenic microorganisms. Performs presumptive procedures for the isolation and identification of various types of bacteria, viruses, rickettsia, fungi and parasites in accordance with quality control/assurance methods. Performs routine serologic testing for the identification of specific microorganisms and their antibodies. Performs and interprets the results of more complex laboratory procedures such as fluorescent microscopy. Coordinates the proper destruction of biologically hazardous material. Performs DNA probe, HIV EIA, STD serology, blood cell counts, blood lead counts, clinical chemistries, pregnancy, wet mounts, urinalysis, general bacteriology, susceptibility, cholera, food microbiology, darkfield microscopy, mycobacteriology, mycology, parasitology, rabies and fluorescent microscopy diagnostic procedures. Performs analysis of milk and dairy products to include bacteriological and chemical examinations. Performs bacterial analysis of potable, dairy, river, lake and well waters. Functions as lead microbiologist for specific assignments and provides appropriate supervision of routine basic laboratory activities as assigned.

Serve as a leadworker, if assigned. Involves: Guide, monitor, schedule, assign and train less knowledgeable employees.. Provide input to employee performance evaluation process. Recommend areas for employee skills improvement. Review and check work.

***Knowledge, Skills, and Abilities***

- Application of good knowledge of the application of common principles, theories, methodologies, precedents and practices used in public health laboratory diagnostic activities.
- Application of good knowledge of specialized equipment, preparation of diagnostic media/reagents formulation and complex testing procedures used in public health laboratory diagnostic activities.
- Application of good knowledge of common supervisory techniques.
- Application of good knowledge of public relations principles.
- Clear and concise oral and written communication to prepare and presents reports.
- Establish and maintain effective working relationships with supervisors, coworkers, officials, regulatory agencies and the general public.
- Use the various types of advanced laboratory equipment including HIV clinical chemistries and hematology analyzers.



**JOB SPECIFICATION**  
**SENIOR MICROBIOLOGIST**

Code 13226  
Grade PM 126

***Other Job Characteristics***

- Functions in a laboratory with possible prolonged and frequent exposure to infectious agents and hazardous substances.
- Frequent exposure to injury or illness due to unfavorable health or safety conditions.
- Moderate standing or walking and lifting of light objects.
- Occasional driving through City traffic.
- Immunizations and PPD (TB) skin test are required as a condition of employment unless waived for religious or medical reasons.

***Minimum Qualifications***

**Education and Experience:** Bachelor's Degree in a relevant Biological Science, including sixteen (16) credit hours in any of the following: microbiology, bacteriology, mycology, virology, immunology, serology, parasitology, helminthology, protozoology, or entomology, and two (2) years of experience performing professional microbiological laboratory work.

**Licenses and Certificates:** Texas Class "C" Driver's License or comparable valid license from another state.



## JOB SPECIFICATION

### **MICROBIOLOGY SUPERVISOR**

#### ***General Purpose***

Under general direction, supervises or performs professional microbiological procedures such as isolation, subculture, presumptive and final identification of specific pathogenic microorganisms and advanced microscopic, serologic and microbiological examinations to identify and report specific microorganism data.

#### ***Typical Duties:***

Performs through subordinate staff a variety of microbiological procedures. Involves: supervises and performs in accordance with CLIA regulations the following variety of microbiological procedures: blood cell counts, blood chemistries, urine microscopy and chemical examination, blood lead analysis, blood typing and antibody identification, isolation and identification of Mycobacterium tuberculosis by conventional, genetic probe, and Bactec 460 methods, Mycobacterium tuberculosis drug susceptibility by conventional and Bactec 460 methods, truant and Ziehl Nielsen microscopy, medical mycology, FA rabies, milk and water, parasitology, proficiency testing, equipment calibration and trouble shooting, and blood and other diagnostic procedures. Supervises or performs the inoculation of selective and enrichment media for the purpose of isolating pathogenic microorganisms. Supervises or performs presumptive procedures for the isolation and identification of various types of bacteria, viruses and parasites. Supervises or performs routine serologic testing for the identification of specific microorganisms and their antibodies. Supervises or performs and interprets the results of more complex laboratory procedures such as fluorescent microscopy, DNA probes and high performance liquid chromatography. Supervises preparation of glassware, media and reagents used in biological testing. Supervises the proper destruction of biologically hazardous material. Teaches or trains others in the professional microbiological procedures utilized in the laboratory. Records patient information and interpretation of results. Schedules and monitors daily activities of assigned laboratory staff. Acts as technical consultant to customers and participating agencies.

Supervise assigned staff. Involves: schedule, assign, instruct, guide and check work. Appraise employee performance. Provide for training and development. Enforce personnel rules and regulations and work behavior standards firmly and impartially. Counsel, motivate and maintain harmony. Interview applicants. Recommend hiring, termination, transfers, discipline, merit pay or other employee status changes.

#### ***Knowledge, Skills, and Abilities***

- Application of considerable knowledge of advanced theories, principles, practices methodology and new developments of public health microbiology.
- Application of considerable knowledge of special equipment, preparation of diagnostic reagents, and complex testing procedures of public health microbiology.
- Application of good knowledge of common supervisory and educational techniques.
- Use the various types of advanced laboratory equipment including HIV clinical chemistries and hematology analyzers.
- Clear and concise oral and written communication to prepare and present reports.
- Efficiently and effectively use databases and other systems to create, organize and maintain records.
- Establish and maintain effective working relations with coworkers, officials, other departments and the public.



**JOB SPECIFICATION**  
**MICROBIOLOGY SUPERVISOR**

Code 13228  
Grade PM 128

***Other Job Characteristics***

- Functions in a laboratory with possible prolonged and frequent exposure to infectious agents and hazardous substances.
- Daily involvement with chance of injury or illness due to unfavorable health or safety conditions.
- Normally sitting, standing, walking, lifting light objects and periodic local travel.
- Immunizations and PPD (TB) skin test are required as a condition of employment unless waived for religious or medical reasons.

***Minimum Qualifications***

Education and Experience: Bachelor's Degree in a relevant Biological Science including sixteen (16) credit hours in any of the following: microbiology, bacteriology, mycology, virology, immunology, serology, parasitology, helminthology, protozoology or entomology, and three (3) years of experience performing professional microbiological laboratory diagnostic work, including one (1) year of lead or supervisor experience.

Licenses and Certificates: Texas Class "C" Driver's License or equivalent from another state by time of appointment. Must obtain and maintain current all required State and Federal permits, licenses and certifications applicable to assigned laboratory diagnostic duties.



## JOB SPECIFICATION

Code 22020

Grade EX 3

# HEALTH ASSISTANT DIRECTOR

### **General Purpose**

Under general direction, plan, organize and review daily administration of the department's programs.

### **Typical Duties:**

Coordinates and directs the administration of the Health department's programs. Involves: directs the financial, personnel and general administrative support functions of the department. Directs implementation of department's policies and evaluates work accomplished. Directs the development of changes in organization, staffing, work processing and management information systems to increase effectiveness and efficiency and reduce administrative costs. Develops and implements appropriate measures to ensure that departmental hiring and promotional practices are consistent with the organization's equal opportunity employment policy and personnel rules and regulations. Ensures compliance with all applicable legal and regulatory requirements. Recommends the adoption, enactment and/or amendment to City ordinances, resolutions and regulations, as well as State and Federal statutes to provide effective, efficient and economical administration of the department. Administers and monitors patient record keeping and billing procedures. Functions as Medicaid Administrative Claiming (MAC) Coordinator, assessing, monitoring and managing information flow, policy implementation, staff straining, invoice review, contracts management, agency audits and general responsibilities as specified by the MAC Local Agency Implementation Plan.

Oversee department administrative support and development. Involves: Prepare correspondence regarding department operations, policies, and procedures. Assist with personnel administration functions. Participate in administering and drafting department budget. Research and evaluate operations. Administer and assure contract compliance. Review incident, accident and other internal reports for accuracy and completeness and recommend final action for final disposition. Attend meetings with citizens, vendors, contractors, county and federal agencies. Assist in securing maximum funding for effective health care programs and developing, submitting and administering grants for department. Oversee safety issues for the department including developing and implementing safety committee meetings to review accidents and make recommendations. Coordinate and enforce contractual agreements. Represent Deputy Director during absences.

Supervise assigned staff. Involves: schedule, assign, instruct, guide and check work. Appraise employee performance. Provide for training and development. Enforce personnel rules and regulations and work behavior standards firmly and impartially. Counsel, motivate and maintain harmony. Interview applicants. Recommend hiring, termination, transfers, discipline, merit pay or other employee status changes.

### **Knowledge, Skills, and Abilities**

- Application of comprehensive knowledge of current public health administration, policies and procedures.
- Application of considerable knowledge of fiscal procedures, budget preparation and personnel management.
- Application of considerable knowledge of strategic planning and directing programs.
- Application of good knowledge of public speaking and public relations methods to persuade, negotiate and/or mediate issues.
- Application of some knowledge of facilities management and purchasing inventory control.
- Application of considerable knowledge of grant development and management.
- Assess objectives and operational requirements to develop and implement appropriate administrative policies and procedures.

Effective

Page 1 of 2

*As provided under Classification and Compensation Ordinance 8064, Section 2.2, General purpose and typical duties summarized are only illustrative of work customarily assigned and performed. Typical requirements shown may be more specifically defined by additional job analysis. Equivalencies for education or experience shown may be more specifically defined by CSC approved guidelines.*



**JOB SPECIFICATION**  
**HEALTH ASSISTANT DIRECTOR**

Code 22020  
Grade EX 3

- Clear concise oral and written communication to prepare and present comprehensive reports and promote programs.
- Establish and maintain effective working relationships with supervisor, coworker, official, customers, regulatory agencies, boards and commissions, media and the general public.

***Other Job Characteristics***

- Occasional driving through City traffic.
- May work extended hours.
- Immunizations and PPD (TB) skin test are required as a condition of employment unless waived for religious or medical reasons.

***Minimum Qualifications***

Education and Experience: Bachelor's Degree in Public Administration, Business Administration, Health Care Management or related field and six (6) years of professional management or administration experience in a health care organization.

Licenses and Certificates: Texas Class "C" Driver's License or equivalent from another state.



## JOB SPECIFICATION

Code 22030

Grade EX 4

# PATIENT SERVICES COORDINATOR

### **General Purpose**

Under general direction, manages Public Health & Community Services and Women, Infants and Children's (WIC) Program operations in compliance with departmental, local, state and federal laws, ordinances, policies, procedures, rules and regulations.

### **Typical Duties:**

Responsible for management of neighborhood public health clinics, immunization activities, infant and child health, Early Childhood Intervention, vaccine distribution and community health promotion programs. Involves: manages the Women Infant and Children Program certification of clients, customer awareness, client counseling, issuing food/formula vouchers, breastfeeding activities and other related health care issues to modify eating habits, supplement diets and promote a healthier population. Directs Program clinical operations including certification, food voucher distribution and educational activities to ensure provision of services within statutory and policy guidelines. Directs adult and child public health clinical operations to ensure provision of services within statutory and policy guidelines.

Develops annual plans, goals and objectives for the Program to improve services for clients. Involves: performs regular evaluation and monitoring of performance, plans, goals and objectives to assess and improve Program services. Assists in developing for approval and monitoring annual Program budget to provide sound financial management. Develops, implements and administers Program policies, procedures, rules and regulations to ensure consistent, effective, efficient and timely mission accomplishment. Develops for approval and monitors annual Division budget to provide sound financial management. Directs the Division administrative activities including accounting, budgeting, personnel management, purchasing and record keeping to support the clinical operations and maintain consistency. Participates as a member management staff to coordinate services and optimize use of limited resources. Represents the department, Division and Program to the public, other organizations and government agencies to ensure understanding and support.

Supervise assigned staff. Involves: schedule, assign, instruct, guide and check work. Appraise employee performance. Provide for training and development. Enforce personnel rules and regulations and work behavior standards firmly and impartially. Counsel, motivate and maintain harmony. Interview applicants. Recommend hiring, termination, transfers, discipline, merit pay or other employee status changes.

### **Knowledge, Skills, and Abilities**

- Application of comprehensive knowledge of supervising and executing a local public health program.
- Application of considerable knowledge of federal and/or state grant programs requirements, relevant laws, ordinances, policies, procedures, rules and regulations.
- Application of good knowledge in developing long range plans for highly technical programs.
- Application of good knowledge of supervisory principles and techniques.
- Application of considerable knowledge of public relations principles.
- Clear and concise oral and written communication to prepare and present reports and promote programs.
- Analyzing performance reports and measure achievement of established goals and objectives.
- Maintain and establish effective working relationships with supervisor, coworkers, official, regulatory agencies, other departments and the general public.



**JOB SPECIFICATION**  
**PATIENT SERVICES COORDINATOR**

Code 22030  
Grade EX 4

***Other Job Characteristics***

- Functions in a clinic environment, with the potential for regular travel between clinics.
- Frequent potential contact with infectious diseases which are threatening to health and life.
- Occasional driving through City traffic.
- Immunizations and PPD (TB) skin test are required as a condition of employment unless waived for religious or medical reasons.

***Minimum Qualifications***

Education and Experience: Bachelor's Degree in Business Administration, Public Administration, Public Health, or related field, plus five (5) years of public health, public administration or business management experience, including two (2) years of supervisory or managerial experience.

Licenses and Certificates: Texas Class "C" Driver's License or equivalent from another state.



**JOB SPECIFICATION**  
**WIC PROGRAM MANAGER**

Code 22040  
Grade PM 132

***General Purpose***

Under administrative direction, manages Women, Infants and Children's (WIC) Program operations in compliance with District, local, state and federal laws, ordinances, policies, procedures, rules and regulations.

***Typical Duties:***

Manages coordinated administrative activities such as accounting, budgeting, personnel management, resource management and record keeping in support of operations and to maintain consistency of the Program. Involves: Assists in developing for approval and monitoring annual Program budget to provide sound financial management. Develops, implements and administers Program policies, procedures, rules and regulations to ensure consistent, effective, efficient and timely mission accomplishment. Directs and monitors Program clinical operations including certification, food voucher distribution, breastfeeding activities, educational activities and other related health care issues to ensure provision of services within statutory and policy guidelines in order to modify eating habits, supplement diets and promote a healthier population. Participates as a member of management to coordinate services and optimize use of limited resources. Develops annual plans, goals and objectives for the Program to improve services for participants. Performs regular evaluation and monitoring of performance, plans, goals and objectives to assess and improve Program services. Represents the department, division and Program to the public, other organizations and government agencies to ensure understanding and support.

Supervise assigned staff. Involves: schedule, assign, instruct, guide and check work. Appraise employee performance. Provide for training and development. Enforce personnel rules and regulations and work behavior standards firmly and impartially. Counsel, motivate and maintain harmony. Interview applicants. Recommend hiring, termination, transfers, discipline, merit pay or other employee status changes

***Knowledge, Skills, and Abilities***

- Application of comprehensive knowledge of federal and/or state grant programs requirements, pertinent research and management techniques, relevant laws, ordinances, policies, procedures, rules and regulations.
- Application of good knowledge in developing long range plans for highly technical programs.
- Application of good knowledge of supervisory techniques.
- Application of good knowledge of public relations principles.
- Clear and concise oral and written communication to prepare and present reports and promote program.
- Establish and maintain effective working relationships with supervisors, coworkers, officials, regulatory agencies, media and the general public.

***Other Job Characteristics***

- Functions in a normal office environment, regular and recurrent local and out of area travel.
- Occasional driving through City traffic.
- Immunizations and PPD (TB) skin test are required as a condition of employment unless waived for religious or medical reasons.



**JOB SPECIFICATION**  
**WIC PROGRAM MANAGER**

Code 22040  
Grade PM 132

***Minimum Qualifications***

Education and Experience: Bachelor Degree in Administration, Public Health, Nutrition or related field plus four (4) years experience in public health, public administration or business management, including two (2) years of supervisory or managerial experience.

Licenses and Certificates: Texas Class "C" Driver's License or equivalent from another state by time of appointment.



**JOB SPECIFICATION**  
**WIC SERVICES MANAGER**

Code 22050  
Grade PM 129

**General Purpose**

Under direction, administers a group of WIC centers including management and supervision of the assigned Competent Professional Authority staff and related center's resources.

**Typical Duties:**

Plans complex and specialized management activities and develops methods for improving techniques for accomplishing goals concerning immunizations, training or safety. Involves: prepares and monitors annual goals to ensure activity efficiency and effectiveness. Provides daily support to clinics, assisting all areas of clinic operations including assignment of personnel. Prepares routine and special reports, and disseminates literature and information regarding program activities and objectives. Monitors activities of program and analyzes results to determine performance levels and methods for improvement. Provides guidance to professional and technical clinic staff to ensure client services are provided with empathy, courtesy and in a convenient and timely manner. Investigates complaints and resolves client problems pertaining to dietary and nutrition services subject to local, state and federal standards. Supervises assigned personnel in accomplishing program goals. Develops, obtains approval and implements program policies and procedures. Coordinates Divisions immunizations, referrals, training or safety activities. Ensures that assigned staff has adequate supplies and equipment to accomplish assigned tasks.

Supervise assigned staff. Involves: schedule, assign, instruct, guide and check work. Appraise employee performance. Provide for training and development. Enforce personnel rules and regulations and work behavior standards firmly and impartially. Counsel, motivate and maintain harmony. Interview applicants. Recommend hiring, termination, transfers, discipline, merit pay or other employee status changes

**Knowledge, Skills, and Abilities**

- Application of good knowledge of organizational policies and procedures, relevant laws, and pertinent techniques of program activities and management.
- Application of good knowledge in developing long-range plans for highly technical programs and measure achievement of established goals.
- Application of good knowledge of public relations principles.
- Application of some supervisory techniques.
- Coordinate supervision of a group of clinics.
- Clear and concise oral and written communication to prepare and present reports.
- Establish and maintain effective working relationships with supervisors, coworkers, officials, regulatory agencies and the general public.

**Other Job Characteristics**

- Frequent driving through City traffic.
- Occasional potential for exposure to contagious/infectious diseases which are threatening to health and life.
- Work in various business, field, home, office, hospital or clinic environments.

Effective

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**JOB SPECIFICATION**  
**WIC SERVICES MANAGER**

Code 22050  
Grade PM 129

- Immunizations and PPD (TB) skin test are required as a condition of employment unless waived for religious or medical reasons.

***Minimum Qualifications***

Education and Experience: Bachelor's Degree in Nutrition or in Home Economics with a minimum of twelve (12) hours of credit in food/nutrition or Bachelor's in Nursing and licensed in the State of Texas, plus three (3) years experience in a health care, public or community health, including one (1) year of supervisory experience.; or Associate's Degree in Nursing and Licensed in the State of Texas, plus four (4) years experience in a health care, public or community health, including one (1) year of which included supervisory responsibilities.

Licenses and Certificates: If registered or vocational nurse, currently licensed to practice in Texas by the State Board of Nurse Examiners. Texas Class "C" Driver's License or equivalent from another state.



**JOB SPECIFICATION**  
**CERTIFYING AUTHORITY**

Code 22060  
Grade PM 122

***General Purpose***

Under general supervision, manages the activities of a WIC Division clinic, ensuring appropriate eligibility determination of applicants, review of immunization records and appropriate referrals for the clinic's clients.

***Typical Duties:***

Supervises the activities of a clinic. Involves: ensuring appropriate daily routines are followed and policies and procedures are understood. Interviews patients or relatives and collects information, medical history, immunization status, diet recall, height, weight and samples for laboratory testing to determine eligibility for program services. Obtains and records vital signs and measurements to supplement medical history information. Draws blood through finger-prick or from an infant's heel and prepare specimens for laboratory screenings. Dispenses prescription and non-prescription drugs as directed. Implements patient teaching in cooperation with the health educator and/or nutritionist. Maintains records and prepares oral and written reports, utilizing computer for data entry. Conducts hemoglobin and hematocrit tests.

Supervise assigned staff. Involves: schedule, assign, instruct, guide and check work. Appraise employee performance. Provide for training and development. Enforce personnel rules and regulations and work behavior standards firmly and impartially. Counsel, motivate and maintain harmony. Interview applicants. Recommend hiring, termination, transfers, discipline, merit pay or other employee status changes.

***Knowledge, Skills, and Abilities***

- Application of considerable knowledge of fundamental principles of human behavior and nutrition and nursing procedures.
- Application of good knowledge of clinic and office operations, applicable policies, procedures, practices, rules, regulations and theories.
- Application of some knowledge of general physical condition of patients to detect abnormal signs through observation.
- Operate personal computers and utilize common spreadsheet and word processing software.
- Clear, concise oral and written communication to prepare and present reports.
- Record observations completely, accurately, legibly and concisely.

***Other Job Characteristics***

- Functions in a clinic environment with the potential for regular travel between clinics.
- Frequent sitting, standing and walking.
- Frequent contact with infectious/contagious diseases or conditions, which are threatening, to health and life.
- Immunizations and PPD (TB) skin test are required as a condition of employment unless waived for religious or medical reasons.

***Minimum Qualifications***

Effective

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**JOB SPECIFICATION**  
**CERTIFYING AUTHORITY**

Code 22060  
Grade PM 122

Education and Experience: Bachelor's degree in Nutrition or Home Economics with 12 semester credit hours in nutrition, or Bachelor's or Associates Degree in Nursing and one (1) year of supervisory experience.

Licenses and Certificates: Must be qualified as a Certifying Authority under State of Texas guidelines. Must be licensed as a Vocational Nurse or Registered Nurse, or licensed Dietician, Nutritionist or Home Economics in the State of Texas. Texas Class "C" Driver's License or equivalent from another state.

Effective

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## JOB SPECIFICATION

Code 22070

Grade GS 52

# WIC SERVICES SPECIALIST

### **General Purpose**

Under direct supervision, administers, supervises and participates in outreach, public contact and customer service activities for WIC program.

### **Typical Duties:**

Administers outreach, public contact and customer activities. Involves: establishing monthly schedules; preparing, maintaining, reviewing and analyzing records, reports and work statistics to determine program efficiency, effectiveness and requirements; monitoring and supervising customer and public contacts; coordinating activities with other agencies and programs in order to reach the public and explain or interpret the requirements to render service. recommending changes in operations and policies to Division Chief; assisting in preparation of work plans and budgets; monitoring and projecting needed resources.

Analyze and resolve complex customer service cases. Involves: monitoring and analyzing customer contact center; researching complaint histories; ordering field investigations to resolve complaints; interpreting and explaining District and Division rules, policies, and procedures in response to questions and complaints from customers and agency personnel.

Supervise assigned personnel. Involves: scheduling, assigning, instructing, guiding, checking and evaluating work; arranging for or engaging in employee training and development; enforcing personnel rules and regulations, standards of conduct, work attendance and safe work practices; counseling, motivating and maintaining harmonious working relationships among subordinates; recommending staffing and employee status changes; interviewing applicants.

### **Knowledge, Skills, and Abilities**

- Application of good knowledge of rules, regulations, policies and procedures.
- Application of good knowledge of customer service practices and techniques.
- Application of some knowledge of supervisory techniques.
- Application of good knowledge of office practices and procedures.
- Application of some knowledge of customer service center operations, customer service electronic communication and data systems.
- Clear and concise communication to prepare reports and tactfully deal with irate customers and explain relevant policies, rules, regulations, and procedures.
- Establish and maintain effective working relationships with supervisor, coworkers, customers , agency personnel and the general public.
- Use of common office equipment, electronic communications equipment and personal computers.

### **Other Job Characteristics**

- Moderate exposure to irate clients.
- Occasional driving through City traffic.



**JOB SPECIFICATION**  
**WIC SERVICES SPECIALIST**

Code 22070  
Grade GS 52

- Immunizations and PPD (TB) skin test are required as a condition of employment unless waived for religious or medical reasons.
- Work rotating shifts, flexible hours, weekends, holidays, and extended hours.
- Immunizations and PPD (TB) skin test are required as a condition of employment unless waived for religious or medical reasons.

***Minimum Qualifications***

Education and Experience: Graduation from an accredited high school or equivalent (GED) and four (4) years of customer service field experience which involved applying standard practices to independently resolve customer service problems, including one (1) year of supervisory experience.

Licenses and Certificates: Texas Class "C" Driver's License or equivalent from another state.



**JOB SPECIFICATION**  
**NURSING PROGRAM MANAGER**

**General Purpose**

Under general direction, provides program coordination and supervision associated with specific nursing activities through collaboration with clinic staff and the community to identify and reduce the spread of disease and provide critical health care guidance to patients suffering from disease.

**Typical Duties:**

Performs supervisory, consultative, advisory and educational public health nursing services. Involves: supervises nursing practices in specialized programs and health clinics to ensure a high quality of public health nursing services. Develops, compiles, organizes and prepares materials on program services offered by the Division and other community organizations for public education. Monitors and reviews computer input and retrieval data for statistics and activities, including epidemiological studies, incidence/prevalence of morbidity/mortality and related issues. Assesses community needs through clinic site surveys and evaluation of morbidity/mortality data to determine needs of community regarding the program, including education materials and classes required.

Plans complex and specialized management activities and develops methods for improving techniques for accomplishing program goals. Involves: establishes program goals and objectives, assesses customer demographics, reports results and takes initiative to improve program effectiveness. Documents program activities, assesses level of success and prepares reports for management. Provides developmental opportunities for staff, monitors training, maintains files and schedules appropriate training as needed. Develops and recommends approval of agency policies and program objectives for nursing and other staff members. Assists in recruiting nursing personnel, making recommendations for selection and assignment. Advocates cooperation and coordination of services within department and with other agencies. Makes presentations upon request to community organizations on program topics. Monitors program budgets, including revenues, expenses and resource utilization.

Supervise assigned staff. Involves: schedule, assign, instruct, guide and check work. Appraise employee performance. Provide for training and development. Enforce personnel rules and regulations, and work behavior standards firmly and impartially. Counsel, motivate and maintain harmony. Interview applicants. Recommend hiring, termination, transfers, discipline, merit pay or other employee status changes.

**Knowledge, Skills, and Abilities**

- Application of considerable knowledge of the principles, theories and practices of nursing, including a full range of generally accepted and commonly used principles, theories, methodology and precedents.
- Application of considerable knowledge of overall objectives of public health programs.
- Application of good knowledge of the organizational scheme and methods of practice used by other disciplines participating in public health programs.
- Application of good knowledge of public relations principles.
- Application of good knowledge of supervisory techniques.
- Application of some knowledge of community cultural, social and economic issues and the cultural, social and economic force in family and group relationships.
- Methods and techniques of conducting instructional courses. Clear and concise oral and written communication to prepare and present reports.



**JOB SPECIFICATION**  
**NURSING PROGRAM MANAGER**

Code 22080  
Grade PM 132

- Maintain effective working relationships with supervisors, coworkers, officials, other departments and the general public.

***Other Job Characteristics***

- Functions in clinic, office or field environments under normal conditions involving frequent sitting, standing, walking and regular local travel.
- Frequent potential exposure to infectious diseases or conditions which may be threatening to health and life.
- Occasional driving through City traffic.
- Immunizations and PPD (TB) skin test are required as a condition of employment unless waived for religious or medical reasons.

***Minimum Qualifications***

Education and Experience: Bachelor's Degree in Nursing and four (4) years experience as a registered nurse including two (2) years of supervisory or managerial experience.

Licenses and Certificates: Licensed to practice as a registered nurse in the State of Texas by the State Board of Nurse Examiners. Texas Class "C" Driver's License or equivalent from another state.



## **JOB SPECIFICATION**

### **PUBLIC HEALTH NURSE**

Code 22090  
Grade PM 128

#### ***General Purpose***

Under general supervision, provides routine community health nursing services in a public health clinic or nursing program.

#### ***Typical Duties:***

Conducts comprehensive physical assessments of adults, children and adolescents to determine general health status, life style health risks or disease processes and provide documentation to nurse supervisor or physician regarding specific areas for attention. Involves: interviews patients or relatives to obtain medical history, immunization status, height, weight, and other information. Samples for pregnancy, glucose screening, cholesterol and other tests. Assesses physical, social and emotional needs. Records information in patient's file for future reference. Supports health program in providing patient care. Draws blood through finger-prick, from vein or from infant's heel, prepares samples for laboratory screening, identifies abnormal lab results and notifies doctor or nurse supervisor. Dispenses prescription and non prescription drugs as authorized. Provides immunizations under medical standing delegation orders and may conduct glucose testing. Sterilizes equipment and supplies for use by physician or nurse in examinations. Maintains records and prepares oral and written reports, using a computer for data entry. Schedules patient appointments and makes home visits to obtain and provide patient information and increase quality of service. Participates as a team member for case management of high risk families. Assists physician or clinician during examinations. Interfaces with computer regarding data input and retrieval for patient records, statistics and clinic activities. Implements patient teaching in cooperation senior professional staff.

Supervise assigned staff. Involves: schedule, assign, instruct, guide and check work. Appraise employee performance. Provide for training and development. Enforce personnel rules and regulations and work behavior standards firmly and impartially. Counsel, motivate and maintain harmony. Interview applicants. Recommend hiring, termination, transfers, discipline, merit pay or other employee status changes.

#### ***Knowledge, Skills, and Abilities***

- Application of considerable knowledge of professional nursing theory.
- Application of considerable knowledge of the principles and practices of nursing.
- Application of good knowledge of social and economic forces in family and group relationships.
- Make independent nursing judgments.
- Clear and concise oral and written communication to prepare reports and interact with customers.
- Establish and maintain effective working relationships with supervisors, coworkers, patients and the general public.

#### ***Other Job Characteristics***

- Functions in a medical clinic environment with the potential for local travel between clinics.
- Frequent exposure to potential contact with infectious diseases or conditions which may be threatening to health and life.

Effective

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**JOB SPECIFICATION**  
**PUBLIC HEALTH NURSE**

Code 22090  
Grade PM 128

- Occasional driving through City traffic.
- Immunizations and PPD (TB) skin test are required as a condition of employment unless waived for religious or medical reasons.

***Minimum Qualifications***

Education and Experience: Bachelor's Degree in Nursing.

Licenses and Certificates: Licensed to practice as a registered nurse in the State of Texas by the State Board of Nurse Examiners. Texas Class "C" Driver's License or equivalent from another state..



**JOB SPECIFICATION**  
**NURSE SUPERVISOR**

Code 22100  
Grade PM 130

***General Purpose***

Under general direction, provides staff nursing services in a public health clinic, supervises clinic operations or functions, and coordinates continuity of patient care with community health agencies or functions as a nursing expert for an assigned program.

***Typical Duties:***

Supervises, analyzes, plans, develops, evaluates and coordinates nursing and other staff in the delivery of health services in a clinic setting or public health nursing program. Involves: Interviews patients or relatives to obtain medical history and immunization status, assesses physical, social and emotional needs and records information in patient files for future reference. Provides comprehensive physical assessments to children, adolescents and adults as a physician extender acting under medical standing delegation orders. Draws blood through finger-prick, from vein or from infant's heel, prepares samples for laboratory screenings, identifies abnormal lab results and notifies doctor or senior nursing staff. Provides public health services to patients and administers immunizations. Dispenses prescription and non-prescription drugs as authorized. Provides public health nursing information for groups such as child care centers, schools, nursing homes and businesses. Explains agency policies, procedures, rules, regulations, functions and philosophy to professionals and community and maintains current knowledge concerning same. Provides orientation and education to staff nurses, students, auxiliary workers and volunteers. Maintains liaison with community and health agencies to facilitate continuity of health care, infectious disease control, documentation of activities and case management as delineated by local, state and federal policies, procedures, rules, regulations and acceptable nursing standards. Makes customer home visits to assess client status and obtain/provide information to improve quality of service. Attends meetings and relates information to other staff members, evaluates and counsels other staff members concerning their performance and actively participates in the hiring process of new staff. Interfaces with computer regarding data input and retrieval for patient records, statistics and clinic activities.

Supervise assigned staff. Involves: Schedule, assign, instruct, guide and check work. Appraise employee performance. Provide for training and development. Enforce personnel rules and regulations, and work behavior standards firmly and impartially. Counsel, motivate and maintain harmony. Interview applicants. Recommend hiring, termination, transfers, discipline, merit pay or other employee status changes.

***Knowledge, Skills, and Abilities***

- Application of considerable knowledge of the principles and practices of public health nursing.
- Application of good knowledge of goals and general methods of practices used by professionals participating in public health programs.
- Application of some knowledge of community cultural, social and economic issues and the cultural, social and economic force in family and group relationships.
- Application of some knowledge of teaching skills, leadership methods and interviewing principles and techniques.
- Application of some knowledge of supervisory techniques.
- Establish and maintain effective working relationships with supervisors, coworkers, officials, and the general public.
- Clear and concise oral and written communication to prepare and present reports and explain program policies and procedures.

Effective

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**JOB SPECIFICATION**  
**NURSE SUPERVISOR**

Code 22100  
Grade PM 130

***Other Job Characteristics***

- Functions in a general clinic environment with the potential for regular local travel.
- Frequent contact with infectious diseases and conditions which may be threatening to health and life.
- Occasional driving through City traffic.
- Immunizations and PPD (TB) skin test are required as a condition of employment unless waived for religious or medical reasons.

***Minimum Qualifications***

Education and Experience: Bachelor's Degree in Nursing and three (3) years of experience as a registered nurse.

Licenses and Certificates: Licensed to practice as a registered nurse in the State of Texas by the State Board of Nurse Examiners. Texas Class "C" Driver's License or equivalent from another state.



**JOB SPECIFICATION**  
**LICENSED VOCATIONAL NURSE**

**General Purpose**

Under direction, provides nursing support for patient care for a public health program.

**Typical Duties:**

Provides assistance to nursing professionals. Involves: interviews patients or relatives and obtains information, medical history, immunization status, diet recall, height, weight and samples for laboratory testing to determine eligibility for program services and to provide support to the health program in providing patient care. Obtains and records vital signs and measurements to supplement medical history information. Draws blood through finger-prick, from vein or from infant's heel and prepares for laboratory screenings. Conduct glucose testing and hematocrit tests. Dispenses prescription and non prescription drugs as directed. Administers vaccinations to immunize patients at the direction of the registered nurse. Sterilizes equipment and assembles equipment used by physician or nurse in patient examinations. Implements patient teaching in cooperation with the registered nurse or nutritionist. Maintains records and prepares oral and written reports, utilizing computer for data entry. Schedules patient appointments and patient's home visits to obtain information, follow up care and increase quality of service.

**Knowledge, Skills, and Abilities**

- Application of considerable knowledge of standard vocational nursing procedures and techniques.
- Application of considerable knowledge of vocational nursing clinics and office operations and procedures.
- Application of good knowledge of recording observations completely, accurately, legibly and concisely.
- Application of some knowledge of observing general physical condition of patients to detect signs of abnormalities.
- Computers and software utilized for data entry.
- Clear, concise oral and written communication to prepare reports and interact with patients
- Establish and maintain effective working relationships with coworkers, supervisors, patients, and the general public.

**Other Job Characteristics**

- Functions in a clinic environment with regular exposure to dust, grease, and soiling of clothing and skin surfaces.
- Sitting, standing, walking and potential for regular travel between clinics.
- Frequent contact with communicable/infectious diseases or conditions which are threatening to health and life.
- Occasional driving through City traffic.
- Immunizations and PPD (TB) skin test are required as a condition of employment unless waived for religious or medical reasons.

**Minimum Qualifications**

**Education and Experience:** Completion of vocational nursing course and two (2) years experience as a licensed vocational nurse.

**Licenses and Certificates:** Texas Class "C" Driver's License or equivalent from another state.



**JOB SPECIFICATION**  
**MEDICAL ASSISTANT**

Code 22120

Grade GS 48

***General Purpose***

Under direct supervision, provides support and assistance to medical staff in providing patient care.

***Typical Duties:***

Provides assistance to medical professionals. Involves: interviews patients and obtains medical history, immunization status, height, weight and other information and samples for glucose screening, cholesterol and other tests. Assists the nursing staff in delivery of clinical services. Draws blood through finger-prick, from vein or from infant's heel and prepares sample for laboratory screening. Dispenses medications and administers injections, including immunizations, as ordered by physician verbally, in writing or standing delegation orders. Prepares examination rooms, pulls and prepares files and assists physician and nursing staff with physical examination as requested. Interacts with patients to schedule appointments and diagnostic testing, clarify referrals and re-verify appointments for various clinic programs. Prepares infectious waste for disposal. Prepares reports and documents laboratory results in patient records. Collects and records patient payments, completes deposit forms and counts receipts to prepare bank deposit. Answers telephone, greets clinic customers, assists in routine clerical duties, and operates common office machines including computers.

***Knowledge, Skills, and Abilities***

- Application of good knowledge of standard medical procedures and techniques.
- Application of good knowledge of clinics and office operations and procedures.
- Application of good knowledge of recording observations completely, accurately, legibly and concisely.
- Application of good knowledge of public relations practices.
- Application of some knowledge of observing general physical condition of patients to detect signs of abnormalities.
- Computers and software utilized for data entry.
- Establish and maintain effective working relationships with coworkers, supervisors, patients, and the general public.
- Clear, concise oral and written communication to write reports and interact with patients.

***Other Job Characteristics***

- Frequent exposure to dust, grease, and soiling of clothing and skin surfaces normally encountered in clinics.
- Occasional driving through City traffic.
- Sitting, standing, walking, lifting light objects and possibility of local travel.
- Work rotating shifts, flexible hours, weekends, holidays, and extended hours.

Effective

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**JOB SPECIFICATION**  
**MEDICAL ASSISTANT**

Code 22120  
Grade GS 48

- Immunizations and PPD (TB) skin test are required as a condition of employment unless waived for religious or medical reasons.

***Minimum Qualifications***

Education and Experience: High School Diploma or GED and an accredited course of instruction for medical assistants, and two (2) years experience as a medical assistant in a hospital, public health or community clinic or physician's office.

Licenses and Certificates: Certified as a Registered Medical Assistant by the American Medical Technologists or Association of American Medical Assistance. Texas Class "C" Driver's License or equivalent from another state.



**JOB SPECIFICATION**  
**CLINICAL ASSISTANT**

Code 22130  
Grade GS 44

**General Purpose**

Under general supervision, performs a variety of advanced and routine clerical tasks, obtains critical information from patients to prepare health care services' medical records and provides related health information, counseling, training and follow up concerning participants.

**Typical Duties:**

Provides high-level customer service and assists customers. Involves: receives the public and answers questions both in person and over the telephone regarding complex forms and verification. Welcomes participants, screens for eligibility based upon income or other criteria, presents orientation script and distributes specific education materials to ensure registration of hearing and hearing impaired clients. Provides assistance in filling out forms, answers questions relating to policies and procedures and conveys requested information to customers. Collects fees for services rendered, prepare invoices, provide receipts, post ledgers/charts, prepare deposits and make copies as needed for files.

Assists in providing clinical care to participants. Involves: records patient history, vital signs and measurements, diet recall and immunization information to establish baseline data for patient files. Draws blood samples by finger or heel puncture.

Perform a variety of related office clerical duties and support functions. Involves: processes complex forms requiring complicated verification of accuracy and completeness, such as applications, patient records, permits and insurance reimbursement. Prepares and maintains records. Performs complex word processing and data entry procedures and operates common office equipment. Performs and checks arithmetic calculations, codes, numbers, forms, records and compiles information for reports. Maintains inventory of supplies, materials and equipment needed.

Conducts program educational classes for children using scripts, videos and other materials to increase understanding of specific health subjects for participants.

May supervise assigned small staff. Involves: Schedule, assign, instruct, guide and check work. Appraise employee performance. Provide for training and development. Enforce personnel rules and regulations, and work behavior standards firmly and impartially. Counsel, motivate and maintain harmony. Interview applicants. Recommend hiring, termination, transfers, discipline, merit pay or other employee status changes.

**Knowledge, Skills, and Abilities**

- Application of good knowledge of office practices and procedures specific to area of work.
- Application of good knowledge of English, grammar, spelling and punctuation.
- Application of good knowledge of filing systems and methods.
- Application of good knowledge relating with customers including young children.
- Application of good knowledge performing routine standard clinical procedures and obtaining blood samples from clients.
- Application of good knowledge in the use and care of common office equipment such as a typewriter, radio, telephone, computer and duplicating machine and data and information processing methods.
- Perform accurate arithmetic calculations.

Effective

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**JOB SPECIFICATION**  
**CLINICAL ASSISTANT**

Code 22130  
Grade GS 44

- Prepare and maintain records and filing systems.
- Collect data and prepare reports.
- Clear, concise oral and written communication in English and Spanish.
- Ability to type at the rate of 35 wpm.

***Other Job Characteristics***

- Regular exposure to dust, grease and soiling of clothing and skin surfaces, as is normally encountered in a laboratory or clinic.
- Immunizations and PPD (TB) skin test are required as a condition of employment unless waived for religious or medical reasons.

***Minimum Qualifications***

Education and Experience: A High School diploma or GED, and two (2) years of office support experience.

Licenses and Certificates: Texas Class "C" Drivers License or equivalent from another state.



**JOB SPECIFICATION**  
**NUTRITION SERVICE MANAGER**

***General Purpose***

Under general direction, manages all nutrition activities of the Women, Infant and Children's Division to increase individual and community nutritional health.

***Typical Duties:***

Develops and directs nutrition and dietary services, projects and programs through subordinate supervisors. Involves: develops nutritional policies and procedures necessary to carry out specific programs in all clinics. Evaluates program and service performance to determine compliance, efficiency and effectiveness of nutrition education operations in all clinics and makes recommendations concerning improvements. Provides consultation and technical assistance related to nutrition to other agencies and institutional programs. Plans and coordinates studies and research in the area of nutrition and cooperates with other division research efforts to increase understanding, information and trend analysis in nutrition. Coordinates and supervises activities of staff involved in nutrition programs. Directs the development and evaluation of training sessions to upgrade nutrition knowledge of customers, staff and health care providers. Assesses personnel needs, recommends and justifies staffing patterns, and interviews job applicants to fill job vacancies.

Supervise assigned staff. Involves: schedule, assign, instruct, guide and check work. Appraise employee performance. Provide for training and development. Enforce personnel rules and regulations and work behavior standards firmly and impartially. Counsel, motivate and maintain harmony. Interview applicants. Recommend hiring, termination, transfers, discipline, merit pay or other employee status changes.

***Knowledge, Skills, and Abilities***

- Application of considerable knowledge of the principles, theories, and practices of foods and nutrition.
- Application of considerable knowledge of available resources in the field of nutrition education and dietary services.
- Application of good knowledge of supervisory techniques and procedures.
- Application of some knowledge of public relations techniques.
- Examine and evaluate the need for nutrition and dietary services and programs.
- Clear and concise oral and written communication to prepare and present reports and promote program.
- Establish and maintain effective working relationships with supervisors, coworkers, other departments, officials and the general public.

***Other Job Characteristics***

- Works normally in an office or clinic sitting, standing or walking.
- Frequent local travel and exposure to soiling of clothing or skin surfaces usually encountered in a clinic.
- Occasional driving through City traffic.
- Immunizations and PPD (TB) skin test are required as a condition of employment unless waived for religious or medical reasons.



**JOB SPECIFICATION**  
**NUTRITION SERVICE MANAGER**

Code 22140  
Grade PM 132

***Minimum Qualifications***

Education and Experience: Bachelor's Degree in Nutrition, Dietetics or Home Economics plus completion of a one (1) year dietetic internship and four (4) years experience as nutritionist or dietitian.

Licenses and Certificates: Registered Dietitian with the American Dietetic Association and licensed in the State of Texas. Texas Class "C" Driver's License or equivalent from another state.

Effective

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**JOB SPECIFICATION**  
**SENIOR NUTRITIONIST**

Code 22150  
Grade PM 126

**General Purpose**

Under general direction, monitors and evaluates nutritional programs and services, investigates complaints or deficiencies, and provides high risk nutrition consultation, technical assistance and counsel to lower level professional and technical staff regarding nutrition.

**Typical Duties:**

Monitors and evaluates nutritional programs to provide daily support to clinics. Involves: provides nutrition education including breast feeding information and dietary counseling services to institutions and clinics. Provides consultation and technical assistance to clinics, other agencies and institutions or individuals to aid in nutrition education program. Investigates complaints and resolves client problems pertaining to nutrition services subject to local, state and federal standards. Interviews qualified participants and their families to obtain nutritional information.

Supervises lower level nutrition and/or clinic staff to ensure operations are completed within standard guidelines. Involves: assists in developing policies and procedures necessary to carry out specific programs and interprets nutritional policies, functions and philosophy to clinics, professionals and lay groups as requested. Monitors program operations to determine compliance with local, state and federal regulations, observing efficiency and effectiveness of program operations. Makes recommendations concerning operational improvements. Ensures staff members have adequate supplies and equipment to meet program requirements.

Coordinates the development of training materials. Involves: plans and conducts training sessions to upgrade nutrition knowledge of health care providers. Develops written plans for nutrition education.

**Knowledge, Skills, and Abilities**

- Application of considerable knowledge of pragmatic and theoretical principles and practices of foods and nutrition utilizing advanced theories, principles, methodology and new developments.
- Application of considerable knowledge of available resources in the field of nutrition education and dietary services.
- Application of good knowledge of personnel management techniques and procedures.
- Application of good knowledge of public relations principles.
- Clear and concise oral and written communication to prepare and present reports and educate the public.
- Establish and maintain effective working relationships with supervisor, coworkers, officials, regulatory agencies and the general public.

**Other Job Characteristics**

- Work is normally performed sitting, standing or walking.
- Frequent local travel and potential exposure to soiling of clothing or skin surfaces usually encountered in a clinic.
- Immunizations and PPD (TB) skin test are required as a condition of employment unless waived for religious or medical reasons.

Effective

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**JOB SPECIFICATION**  
**SENIOR NUTRITIONIST**

Code 22150  
Grade PM 126

***Minimum Qualifications***

Education and Experience: Registered Dietitian with the American Dietetic Association.

Licenses and Certificates: Texas Class "C" Driver's License or equivalent from another state.

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**JOB SPECIFICATION**  
**NUTRITIONIST**

**General Purpose**

Under general supervision, provides consultation, technical assistance and referrals concerning nutrition, and medical care to qualified participants to increase the nutritional health of the consumer and community.

**Typical Duties:**

Provides nutrition education literature and nutrition counseling services to qualified participants or interested individuals, institutions or groups requesting same. Involves: interviews qualified participants and their families to obtain and nutritional information. Refers qualified participants to other agencies or institutions for additional nutrition services. Develops nutrition education lessons, brochures, pamphlets and other materials. Assists in the planning and conducting of training sessions to enhance the nutrition knowledge of health care providers. Assists in the development and implementation of the annual nutrition education plan. Supervises clinic staff to ensure clinic operations are completed within standard guidelines.

Supervise assigned staff. Involves: schedule, assign, instruct, guide and check work. Appraise employee performance. Provide for training and development. Enforce personnel rules and regulations and work behavior standards firmly and impartially. Counsel, motivate and maintain harmony. Interview applicants. Recommend hiring, termination, transfers, discipline, merit pay or other employee status changes



**JOB SPECIFICATION**  
**NUTRITIONIST**

Code 22170  
Grade PM 124

***Knowledge, Skills, and Abilities***

- Application of considerable knowledge of pragmatic and theoretical principles and practices of foods and nutrition utilizing a full range of generally accepted and commonly used principles, theories, methodology and precedents.
- Application of good knowledge of available resources in the field of nutrition education and dietary services.
- Application of good knowledge of personnel management techniques and procedures.
- Communicate effectively, both verbally and in writing.

***Other Job Characteristics***

- Work is normally performed sitting, standing or walking.
- Regular local travel and potential exposure to soiling of clothing or skin surfaces usually encountered in a clinic.
- Immunizations and PPD (TB) skin test are required as a condition of employment unless waived for religious or medical reasons.

***Minimum Qualifications***

**Education and Experience:** Bachelor's Degree in Nutrition, Dietetics or Home Economics with a minimum of twenty four (24) semester hours of food and nutrition course credit.

**Licenses and Certificates:** Must obtain a Texas Class "C" Driver's License or comparable valid license issued by another state by time of appointment.

Effective

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**JOB SPECIFICATION**  
**BREASTFEEDING COORDINATOR**

**General Purpose**

Under general direction, develops Breastfeeding Plan under TDH WIC Program guidelines and conducts audits of clinic breastfeeding functions to ensure compliance with local, state and federal regulations.

**Typical Duties:**

Develops and implements local breastfeeding plan in accordance with State and local rules and regulations. Involves: reviews breastfeeding activities for compliance with policies, procedures, rules and regulations. Recommends and monitors breastfeeding activities and materials to support program goals. Maintains records and monthly reports of breastfeeding activities for documentation and compliance. Ensures breastfeeding funds are used effectively and that breastfeeding rates are increased. Functions as professional resource for breastfeeding information. Maintains records, prepares oral and written reports, and utilizes computer for data entry.

Assists center managers in establishing clinic environment that supports breastfeeding. Involves: ensures that correct breast pumps are made available to clients and elite pumps are returned are recorded. Provides client breastfeeding education and information. Develops strategies, promotions, materials and campaigns that educate the public on benefits of breastfeeding.

Oversees monthly breastfeeding activities and training. Involves: conducts breastfeeding training in conjunction with Nutrition Services Manager. Provides video, posters, literature and reference materials to staff. Trains WIC Breastfeeding Peer Counselors. Seeks opportunities to increase staff knowledge, understanding and application of breastfeeding.

Supervise assigned staff. Involves: schedule, assign, instruct, guide and check work. Appraise employee performance. Provide for training and development, enforce personnel rules and regulations, and work behavior standards firmly and impartially. Counsel, motivate and maintain harmony. Interview applicants. Recommend hiring, termination, transfers, discipline, merit pay or other employee status changes.

**Knowledge, Skills, and Abilities**

- Application of considerable knowledge of current social, economic and public health programs and the principles of public health and public health education.
- Application of good knowledge of breastfeeding procedures and infant feeding practices including cultural attitudes affecting breastfeeding.
- Application of good knowledge of nursing procedures and fundamental principles of human behavior and nutrition.
- Application of good knowledge of photographic and audio-visual equipment.
- Application of some knowledge of methods and techniques of conducting breastfeeding instruction.
- Clear, concise oral and written communication to prepare and present reports.
- Create and maintain records and prepare reports using software utilized for data entry.

**Other Job Characteristics**

Effective

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**JOB SPECIFICATION**  
**BREASTFEEDING COORDINATOR**

Code 22180  
Grade PM 123

- Frequent sitting, standing or walking.
- Occasional exposure to dust, grease and soiling of clothing and skin surfaces normally encountered in clinics.
- Immunizations and PPD (TB) skin test are required as a condition of employment unless waived for religious or medical reasons.

***Minimum Qualifications***

**Education and Experience:** Bachelor's Degree in Health Education, Community Health Education, Public Health Education, School Health Education, or related field, and two (2) years professional experience in formal teaching or public/community instructional setting, at least one (1) year of which must be in WIC.

**Licenses and Certificates:** Certification as a Community Health Education Specialist (CHES) by the National Commission for Health Education Credentialing Inc. or successfully complete such certification within six months of appointment. Completion of Texas Department of Health "Breastfeeding Educator Training Phase I. Texas Class "C" Driver's License or equivalent from another state.

Effective

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## JOB SPECIFICATION

Code 22190

Grade GS 44

# COMMUNITY SERVICE AIDE BREASTFEEDING COUNSELOR

### **General Purpose**

Under general supervision, counsels pregnant women and mothers to breastfeed their infants and conducts educational classes covering breastfeeding techniques and issues to improve the health of babies.

### **Typical Duties:**

Participates in center's breastfeeding activities and client training. Involves: counsels pregnant women and mothers on techniques and benefits of breastfeeding, answers questions and illustrates techniques. Routinely monitors waiting area to ensure sufficient educational materials are available. Maintains contact with mothers to monitor their progress and provides participants with information about program services. Teaches specific breastfeeding educational programs based upon scripts and the use of videos.

### **Knowledge, Skills, and Abilities**

- Application of good knowledge of breastfeeding philosophy and techniques.
- Application of good knowledge of community structure and resources related to breastfeeding.
- Application of good knowledge of community and family conditions and how these conditions and training affect clients' breastfeeding success.
- Application of good knowledge of interviewing and counseling techniques.
- Clear, concise oral and written communication in English and Spanish.
- Operate one or more simple office machines (typewriter, computer and desk calculator).

### **Other Job Characteristics**

- Regular exposure to dust, grease, and soiling of clothing and skin surfaces normally encountered in a clinic.
- Sitting, standing, walking, lifting light objects and possibility of local travel.
- Immunizations and PPD (TB) skin test are required as a condition of employment unless waived for religious or medical reasons.

### **Minimum Qualifications**

Education and Experience: High School Diploma or equivalent (GED) and is a current or past WIC participant breastfeeding woman.

Licenses and Certificates: Texas Class "C" Driver's License or equivalent from another state.

Effective

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**JOB SPECIFICATION**  
**EPIDEMIOLOGIST**

Code 22200  
Grade PM 131

**General Purpose**

Under general direction, serves as the Epidemiologist resource for the City and local specialist on Bioterrorism response and prevention and control of selected infectious diseases.

**Typical Duties:**

Oversees Community Health Preparedness Epidemiology Team activities and implementation of CHP epidemiological Bioterrorism preparedness and response activities. Involves: plans, develops, and directs epidemiological investigations and surveillance programs related to Community Health Preparedness deliverables. Plans, develops, and conducts disease surveillance and Bioterrorism response training. Develops educational, training and operations materials used in implementation of the CHP epidemiology program. Develops effective relationships and networks of communication to promote teamwork and collaboration in developing plans and implementing epidemiological Bioterrorism preparedness and response activities. Consults with hospital administrators, infection control supervisors, physicians, and local, state and national agencies concerning the epidemiology of diseases and Bioterrorism response planning. Prepares and presents technical programs, speeches, reports, briefings and provides information to selected professionals and non-professionals.

Supervise assigned staff. Involves: schedule, assign, instruct, guide and check work. Appraise employee performance. Provide for training and development. Enforce personnel rules and regulations and work behavior standards firmly and impartially. Counsel, motivate and maintain harmony. Interview applicants. Recommend hiring, termination, transfers, discipline, merit pay or other employee status changes.

**Knowledge, Skills, and Abilities**

- Application of considerable knowledge of public health practices, principles, programs, organizations, methods, goals, and objectives.
- Application of considerable knowledge of medical terminology, theories, practices, standard principles and methods of epidemiology and related biostatistics necessary for epidemiological investigations, data analyses and disease control.
- Application of good knowledge of infectious, communicable, occupational, and environmental diseases and injuries.
- Application of good knowledge of public relations practices.
- Application of some knowledge of practical applications of epidemiological investigative procedures.
- Application of some knowledge of supervisory techniques and standards of conduct.
- Establish and maintain effective working relations with coworkers, officials, other departments and the public.
- Clear, concise oral and written communication to prepare and present reports.
- Organize and prioritize workload and meet deadlines.
- Plan, develop and oversee disease surveillance programs.
- Interpret diagnostic laboratory results and information from medical charts.

Effective

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**JOB SPECIFICATION**  
**EPIDEMIOLOGIST**

Code 22200  
Grade PM 131

***Other Job Characteristics***

- Occasional driving through City traffic.
- Sitting, standing and walking in various terrains.
- Moderate exposure to dust, grease, communicable or infectious disease and hazardous substances or conditions.
- PPD (TB) skin test and Immunizations are required as a condition of employment, unless waived for religious or medical reasons.

***Minimum Qualifications***

Education and Experience: Bachelors degree within a relevant health care field with major course work in epidemiology, microbiology, biostatistic or communicable/infectious disease, and four (4) years experience in epidemiology, communicable/infectious disease investigation and control, or biostatistics.

Licenses and Certificates: Texas Class "C" Driver's License or equivalent from another state.



**JOB SPECIFICATION**  
**DENTAL HYGIENIST**

Code 22210  
Grade GS 53

**General Purpose**

Under general supervision, performs preventive dental health procedures and educates patients regarding the prevention and control of dental disease.

**Typical Duties:**

Participates and performs a variety of dental procedures. Involves: professionally cleans teeth including thorough scaling and polishing. Performs preventive dental health procedures such as pit and fissure sealant and topical fluoride applications to teeth surfaces. Exposes, develops and mounts dental X-ray films for diagnostic reading. Presents group instruction in dental care and conducts demonstrations with models in the proper methods of brushing teeth and gums. Advises children and adults on proper home care and treatment of teeth and gums. Maintains work area in clean, neat and sanitary condition. Cleans, sterilizes and assembles dental instruments following completed patient session.

**Knowledge, Skills, and Abilities**

- Application of considerable knowledge of modern methods and practices in the prevention of dental diseases, dental prophylaxis and public health dental programs.
- Application of considerable knowledge of the techniques used in cleaning and caring for human teeth.
- Application considerable knowledge of standard dental hygienist procedures and techniques.
- Application of good knowledge of techniques utilized to teach child patients in the proper care of teeth and gums.
- Application of good knowledge of public relations practices.
- Establish and maintain effective working relationships with health personnel, teachers, children, parents and the general public.

**Other Job Characteristics**

- Frequent exposure to chemicals, dust, grease, soiling of clothes and hand surfaces, and excessive noise and vibrations normally encountered in a dental clinic.
- Sitting in awkward positions, standing, walking, and lifting of light objects.
- Frequent exposure to communicable and /infectious diseases.
- Immunizations and PPD (TB) skin test are required as a condition of employment unless waived for religious or medical reasons.

**Minimum Qualifications**

Education and Experience: Associates Degree from an accredited school of dental hygiene.

Licenses and Certificates: Licensed to practice as a Dental Hygienist in Texas by the State Board of Dental Hygiene which includes certification in dental radiology and the application of pit and fissure sealant. Texas Class "C" Driver's License or equivalent from another state.

Effective

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**JOB SPECIFICATION**  
**DENTAL ASSISTANT**

Code 22220  
Grade GS 45

***General Purpose***

Under general supervision, assists the dentist or dental hygienist with patient examinations and dental procedures and performs a variety of diverse and complex clerical tasks.

***Typical Duties:***

Provides assistance to dental professionals. Involves: registers patients and complies patient file. Assists patients filling out necessary documents for federal and state assistance. Prepares forms for patients with insurance. Gathers information on forms obtains signatures and makes photocopies of necessary forms. Prints the dentist and hygienist's daily schedule to prepare for day. Seats patients and verbally prepares them for intended procedure. Arranges dental instruments and materials for each patient. Assists in radiographic examinations, developing exposed films and filing patient's completed films, case reports and record. Cleans, sterilizes and assembles dental instruments following treatment. Maintains dental equipment and clinic area in neat and clean condition. Assists with the exiting of patients via computer. Updates dental patient records in the Dentrax database systems by entering data. Prepares receipts for services rendered, collects fees and posts daily sheets. Answers and responds to telephone calls in a professional manner to schedule appointments and deliver information. Provides administrative support related to section's budget, account and purchasing office and dental supplies and equipment to maintain supply inventory.

***Knowledge, Skills, and Abilities***

- Application of good knowledge of names of teeth and tooth surfaces.
- Application of good knowledge of common dental instruments, equipment and materials and their use.
- Application of good knowledge of dental hygiene and prophylaxis.
- Application of good knowledge of the techniques, methods and procedures of effective sterilization.
- Application of some knowledge of the techniques of dental x-ray examination.
- Application of some knowledge of the principles of modern dental record keeping.
- Application of some knowledge of office practices and procedures.
- Perform accurate arithmetic calculations.
- Collect data and information.

***Other Job Characteristics***

- Frequent exposure to dust, grease, soiling of clothing and skin surfaces, and excessive noise and vibration normally encountered in a fixed or mobile dental clinic.
- Frequent exposure to communicable/infectious diseases.
- Immunizations and PPD (TB) skin test are required as a condition of employment unless waived for religious or medical reasons.
- Sitting, standing, walking, and lifting of light objects.

Effective

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**JOB SPECIFICATION**  
**DENTAL ASSISTANT**

Code 22220  
Grade GS 45

***Minimum Qualifications***

Education and Experience: High School Diploma or GED, and completion of an accredited dental assistance program and six (6) months experience in a dental office or clinic.

Licenses and Certificates: Certification as a Dental Assistant through completion of a Dental Assistant course from an accredited College or Technical School. Certified in Dental X-ray proficiency as prescribed by the Texas Department of Health. Texas Class "C" Driver's License or equivalent from another state.



## JOB SPECIFICATION

Code 22230  
Grade PM 132

# HEALTH TRAINING & PROMOTION MANAGER

### **General Purpose**

Under direction, train departmental staff and educate the public concerning public health, wellness, nutrition, community health, food safety, disease prevention, consumer health and public safety.

### **Typical Duties:**

Manages and monitors assigned staff in planning, preparation, organizing and presentation of educational activities. Involves: promote community awareness and healthy lifestyles and create interest in health events/issues including nutrition, food safety, child health, consumer health, community health, dental health communicable diseases, environmental health, zoonotic diseases and preventable diseases. Ensure that complete and easily understood materials are available for training of staff and the public. Coordinate faculty, equipment and course materials for the orderly progression of training. Prepare and distribute printed materials used in promotion and stimulating community interest in public health and safety education programs. Develop and prepare educational programs and materials for presentation through public service announcements and distribution of mass media materials.

Develops and monitors annual plans, goals, and objectives for the Program to improve services for participants. Involves: Develops and administers program policies, procedures, rules and regulations to ensure consistent, effective, efficient and timely mission accomplishment. Submits annual program budget for approval to provide sound financial management. Provides professional staff development and job specific training through teleconferences, lectures and seminars.

Represents the department to the public, other organizations and government agencies to ensure understanding and support. Involves: Speaks upon request to business, professional, community and civic organizations on subjects of public health and safety.

Supervise assigned staff. Involves: Schedule, assign, instruct, guide and check work. Appraise employee performance. Provide for training and development. Enforce personnel rules and regulations and work behavior standards firmly and impartially. Counsel, motivate and maintain harmony. Interview applicants. Recommend hiring, termination, transfers, discipline, merit pay or other employee status changes.

### **Knowledge, Skills, and Abilities**

- Application of considerable knowledge of the principles of public health and public health education.
- Application of considerable knowledge of the principles of current social, economic and public health programs.
- Application of considerable knowledge of the methods and techniques of conducting public health instructional courses and overall objectives of the public health program.
- Application of good knowledge of federal and/or state grant programs requirements, relevant laws, ordinances, policies, procedures, rules and regulations pertaining to public health education.
- Application of good knowledge of curricula designs, methods and techniques.
- Application of good knowledge in the operation of audiovisual and computer software for training presentation development and implementation.



## JOB SPECIFICATION

Code 22230  
Grade PM 132

### **HEALTH TRAINING & PROMOTION MANAGER**

- Clear, concise oral and written communication to prepare and present reports to management and produce educational support materials.
- Establish and maintain effective working relationships with supervisors, coworkers, officials, customer departments, employees, and the general public.
- Devise new methods in research and management.

#### ***Other Job Characteristics***

- Occasional driving through City traffic.
- Immunizations and PPD (TB) skin test is required as a condition of employment unless waived for religious or medical reasons.

#### ***Minimum Qualifications***

Education and Experience: Bachelor Degree in Administration, Nutrition, Health, Public Health, Community Health, or School Health Education or related field, and four (4) years experience in public health, public administration or business management, including two (2) years in a supervisory capacity.

Licenses and Certificates: Texas Class "C" Driver's License or equivalent from another state.



## JOB SPECIFICATION

Code 22240  
Grade PM 126

# HEALTH EDUCATION SUPERVISOR

### **General Purpose**

Under general supervision, supervises individual and group work performance in instruction, development and research of public health related presentations.

### **Typical Duties:**

Coordinates health education projects for the purpose of increasing public awareness pertaining to a variety of health related issues. Involves: coordinates specific programs to include managing assigned budget and work plan, submitting monthly, quarterly and annual reports and analyzing results of program's efforts. Evaluates and/or works with outside evaluators for program improvement of educational programs for compliance, efficiency and effectiveness. Manages program operations to improve effectiveness and efficiency. Supervises assigned program activities and staff. Speaks upon request to businesses, professional, community and civic organizations, public and private schools, etc. on subjects directly related to health and safety. Develops and prepares lesson plans on various health topics, researches health topics, locates or creates handouts for each lesson and tests new lessons with other health education professionals and/or focus groups. Guides and mentors health education interns and other students volunteering with the District and provides opportunities for interns/students to gain knowledge and practice health education objectives. Provides staff members with appropriate orientation and developmental or remedial training as required. Assigns and schedules work of subordinate staff.

Supervise assigned staff. Involves: Schedule, assign, instruct, guide and check work. Appraise employee performance. Provide for training and development. Enforce personnel rules and regulations and work behavior standards firmly and impartially. Counsel, motivate and maintain harmony. Interview applicants. Recommend hiring, termination, transfers, discipline, merit pay or other employee status changes.

### **Knowledge, Skills, and Abilities**

- Application of considerable knowledge of current social, economic and public health programs and principles of public health and public health education.
- Application of considerable knowledge of the overall objectives of public health programs.
- Application of good knowledge of applicable policies, procedures, rules and regulations.
- Application of good knowledge of supervisory techniques.
- Application of good knowledge of individual and group presentation techniques and effective use of audio-visual equipment.
- Application of some knowledge of measuring achievement of established goals and objectives.
- Clear and concise oral and written communication in the development and presentation of training courses and materials.
- Establish and maintain effective working relationships.
- Work with computers and various software packages coworkers, supervisors, employees and the general public.



**JOB SPECIFICATION**  
**HEALTH EDUCATION SUPERVISOR**

Code 22240  
Grade PM 126

***Other Job Characteristics***

- Frequent and recurring exposure to dust, grease and soiling of clothing and skin surfaces normally encountered in clinics.
- Occasional driving through City traffic.
- Immunizations and PPD (TB) skin test are required as a condition of employment unless waived for religious or medical reasons.

***Minimum Qualifications***

Education and Experience: Bachelor's Degree in Health Education, Community Health Education, Public Health Education or School Health, and three (3) years professional experience providing health education in a public health, community health, clinic or school setting, including one (1) year of lead or supervisory experience.

Licenses and Certificates: Currently certified as a Community Health Education Specialist (CHES) by the National Commission for Health Education Credentialing, Inc. or within six months of appointment. Texas Class "C" Driver's License or equivalent from another state.



**JOB SPECIFICATION**  
**HEALTH EDUCATION SPECIALIST**

***General Purpose***

Under general supervision, teaches organized courses and makes presentations pertaining to nutrition, food safety, environmental hazards, community health and general public health/safety to individuals and groups.

***Typical Duties:***

Conducts educational presentations according to lesson plans on specific subjects in both formal and informal settings. Involves: Organizes and prepares materials on specific subjects of public health interest, including child health, consumer health, communicable diseases, environmental health, preventable diseases and nutrition, from selected sources and references. Provides nutrition and health information at outreach activities including community events and nutrition/health fairs. Assists with staff training and continuing education programs to increase expertise of departmental personnel. Coordinates the availability of faculty, equipment and course materials for the smooth progression of the training effort. Distributes printed materials used in promoting and stimulating interest in nutrition, public health and safety education activities. Speaks upon request to community organizations on subjects of nutrition, health or safety. Assists in public awareness campaigns with news media and civic groups to generate public interest and participation in nutrition, health and safety education issues.

***Knowledge, Skills, and Abilities***

- Application of good knowledge of the methods and techniques for conducting instructional courses.
- Application of good knowledge of the overall objectives of public health programs.
- Application of some knowledge of customer service and public relations practices and procedures.
- Application of good knowledge of personal computer hardware and software.
- Clear, concise oral and written communication in Spanish and English in the development and presentation of training courses and materials
- Conduct individual and group educational activities.
- Establish and maintain effective working relationships with coworkers, supervisors, employees and the general public.

***Other Job Characteristic***

- Regular and recurring exposure to dust, grease, and soiling of clothing and skin surfaces normally encountered in clinics.
- May work beyond standard business hours when making presentations.
- Immunizations and PPD (TB) skin test are required as a condition of employment unless waived for religious or medical reasons.

***Minimum Qualifications***

**Education and Experience:** Bachelor's Degree in Health Education, Community Health Education, Public Health Education, School Health Education or related field.

**Licenses and Certificates:** Certification as a Community Health Education Specialist (CHES) within six (6) months of appointment. Texas Class "C" Driver's License or equivalent from another state.



## **JOB SPECIFICATION**

Code 22260  
Grade PM 125

# **COMMUNITY HEALTH PREPAREDNESS PLANNER**

### ***General Purpose***

Under direction, organizes and coordinates the development, implementation, exercise and evaluation of the Strategic National Stockpile (SNS) deployment and dispensing plans for the Health department.

### ***Typical Duties:***

Ensures that various SNS preparedness functions (request, receipt, staging, storage) are identified in all plans and the appropriate roles and responsibilities are established as well as a plan developed for providing redundant capacity (distribution, dispensing, security, and communications). Involves: works closely with regional and local planners to ensure that every individual in the El Paso area has access to the SNS. Organizes the development and deployment of various levels of emergency response exercises regarding SNS deployment. Coordinates with governmental entities and other community organizations in planning and implementing regularly scheduled exercises relating to SNS preparedness. Exercises all components of the plan and evaluates exercises to identify gaps and recommended improvement areas.

Develops and delivers presentations to local entities and other stakeholders to improve understanding and support for local SNS planning using verbal and written skills. Involves: ensures that local staff are trained and educated on their roles and responsibilities outlined in the plan. Coordinates the orientation, training, and retraining necessary to keep all new and continuing members of the SNS preparedness organization current with required knowledge and skills.

Prepares detailed and comprehensive reports of findings and recommendations using a variety of computer software, including word processing, spreadsheet and database software.

Supervise assigned staff. Involves: schedule, assign, instruct, guide and check work. Appraise employee performance. Provide for training and development. Enforce personnel rules and regulations, and work behavior standards firmly and impartially. Counsel, motivate and maintain harmony. Interview applicants. Recommend hiring, termination, transfers, discipline, merit pay or other employee status changes.

### ***Knowledge, Skills, and Abilities***

- Application of good knowledge of management and administrative practices and procedures.
- Application of good knowledge of research methodology.
- Application of good knowledge of accounting and budget preparation and controls.
- Application of some knowledge of bioterrorism preparedness and response and conducting emergency management exercises.
- Perform analytical research and investigative studies.
- Maintain records and prepare concise and comprehensive reports.

### ***Other Job Characteristics***

- Occasional driving through City traffic.

### ***Minimum Qualifications***

**Education and Experience:** Bachelor's Degree in Business, Public Administration, Health Care or a closely related field and three (3) years of professional administrative experience.

**Licenses and Certificates:** Texas Class "C" Driver's License or equivalent from another state.

Effective

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**JOB SPECIFICATION**  
**PUBLIC HEALTH SUPERVISOR**

Code 22270  
Grade PM 128

**General Purpose**

Under general direction, supervises individual and group work performance in case finding, case management, surveillance, investigation, education, prevention and control of public health diseases and hazards in the community.

**Typical Duties:**

Assists in managing public health program operations. Involves: completes statistical and narrative reports and data analysis to document and analyze the results of the program's efforts for the department, Texas Department of Health and other agencies to assist in their investigations and prevent further introduction and spread of disease. Represents the program in meetings with and prepares correspondence to individuals or institutions that may impact the control of public health diseases and hazards. Provides support services not considered to be routine that facilitate program activities. Provides input to management and administration regarding how staff achieves program objectives and adheres to policies, protocols and procedures. Coordinates and conducts Program's disease outbreak control response team activities with participating programs and other agencies.

Supervises assigned public health program activities. Involves: Routinely analyzes open cases to ensure that proper interview and investigative procedures are followed. Reviews disease surveillance and investigation reports prior to submitting to the Texas Department of Health.

Supervise assigned staff. Involves: schedule, assign, instruct, guide and check work. Appraise employee performance. Provide for training and development. Enforce personnel rules and regulations and work behavior standards firmly and impartially. Counsel, motivate and maintain harmony. Interview applicants. Recommend hiring, termination, transfers, discipline, merit pay or other employee status changes.

**Knowledge, Skills, and Abilities**

- Application of considerable knowledge of the laws, ordinances, policies, procedures, rules, regulations principles and practices of public health.
- Application of considerable knowledge of structure of public health organizations.
- Application of considerable knowledge of disease investigation, surveillance, data analysis and control procedures.
- Application of good knowledge current cultural, social, economic and public health problems.
- Application of good knowledge of supervisory techniques.
- Application of good knowledge of public relations principles.
- Asses individual and group health needs.
- Analyze disease trends and display data graphically.
- Clear and concise oral and written communication to prepare and present reports and educate customers.
- Maintain and establish effective working relationships with supervisor, coworkers, officials, regulatory agencies and the general public.



**JOB SPECIFICATION**  
**PUBLIC HEALTH SUPERVISOR**

Code 22270  
Grade PM 128

***Other Job Characteristics***

- Normally sitting, standing or walking.
- Field activities involve regular local travel, walking in various terrain and exposure to normal weather changes.
- Regular exposure to dust, grease and soiling of clothing and skin surfaces, normally encountered in a clinic.
- Immunizations and PPD (TB) skin test are required as a condition of employment unless waived for religious or medical reasons.

***Minimum Qualifications***

Education and Experience: Bachelor's Degree in a relevant Biological Science or health-care related field, and four (4) years of direct contact with the public, patient or provider in a communicable/infectious disease control or preventive health program involving interviewing, investigating and educating customers, related contacts or at-risk persons.

Licenses and Certificates: Texas Class "C" Driver's License or equivalent from another state.



## JOB SPECIFICATION

Code 22280  
Grade PM 124

### **SR. PUBLIC HEALTH SPECIALIST**

#### **General Purpose**

Under direction, performs surveillance, investigation, education and control activities to reduce the spread of communicable/infectious diseases in the community.

#### **Typical Duties:**

Obtains reportable disease reports from various sources, analyzes information to determine patterns or common factors and determines the need for investigation. Interviews patients, contacts, physicians, laboratory staff and others to obtain personal data, clinical history, possible sources of exposure, possible transmission, supporting laboratory information, reviews medical records as necessary and completes a case report to maintain investigative data. Identifies disease source, contacts appropriate enforcement officials to arrange for quarantine or isolation as necessary, identifies and informs possible contacts to prevent further disease transmission and monitors control activities.

Provides information to the District, Texas department of Health, and other agencies to assist in their investigations and prevent further introduction and spread of disease. Reviews disease surveillance and investigation reports prior to submitting to the Texas Department of Health. Educates and counsels individuals and groups on the epidemiology of reportable diseases, modes of transmission, and modes of prevention.

Assists in coordinating and conducting control activities during outbreaks of diseases. Functions as lead Public Health Technician for specific assignments and assists in program and staff supervision as assigned. Maintains and updates directory of health and related agencies.

#### **Knowledge, Skills, and Abilities**

- Application of considerable knowledge of pragmatic and theoretical principles and practices developed through relevant training and experience, including a full range of generally accepted and commonly used principles, theories, methodology and precedents.
- Application of good knowledge of current cultural, social, economic and public health problems
- Application of good knowledge of community resources and systems
- Application of good knowledge of public health laws ordinances, policies, procedures, rules and regulations
- Application of good knowledge of basic medical terminology, disease control concepts
- Application of good knowledge of public relations principles and group presentation techniques.
- Interpretation and enforcement of public health laws, ordinances, policies, procedures, rules and regulations .
- Analyze disease trends and display data graphically.
- Operate design audio-visual materials.
- Make judgments in selecting the most pertinent guidelines, interpreting precedents and adapting standard formulas, methods or procedures to fit facts and conditions.
- Apply advanced investigative, communication, interviewing and data analysis techniques.
- Clear and concise oral and written communication or prepare and present reports and educate the public.

Effective

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**JOB SPECIFICATION**  
**SR. PUBLIC HEALTH SPECIALIST**

Code 22280  
Grade PM 124

- Establish and maintain effective working relationships with supervisors, coworkers, officials, regulatory agencies and the general public.

***Other Job Characteristics***

- Frequent sitting, standing or walking.
- Field activities involve regular local travel, walking in various terrain and exposure to normal weather changes, infectious/communicable disease, hazards, substances, liquids, dust, or grease.
- Occasional driving through City traffic.
- Immunizations and PPD (TB) skin test are required as a condition of employment unless waived for religious or medical reasons.

***Minimum Qualifications***

Education and Experience: Bachelor's Degree in relevant Biological Science or health care related field, and one (1) year of direct contact experience with the public, patient or provider in a communicable disease control, epidemiology or preventive health program involving interviewing, investigating and educating customers, related contacts or at-risk persons.

Licenses and Certificates: Texas Class "C" Driver's License or equivalent from another state.



**JOB SPECIFICATION**  
**PUBLIC HEALTH SPECIALIST**

***General Purpose***

Under general supervision, performs surveillance and investigation activities to control and prevent public health diseases and hazards in the community.

***Typical Duties:***

Obtains reportable disease reports from various sources, analyzes information to determine patterns or common factors and determines need for investigation. Involves: interviews patients, contacts, physicians, laboratory staff and others to obtain personal data, clinical history, possible sources of exposure, possible transmission and supporting laboratory information. Reviews medical records as necessary and completes case reports to maintain investigative data. Coordinates, collects and delivers appropriate samples to the laboratory for analysis. Identifies disease source, monitors isolation or quarantine as necessary and provides referrals for testing, treatment and education. Provides rapid, thorough, confidential follow up by telephone or field visit to persons requiring medical evaluation due to an abnormal test or exposure to a disease. Keeps supervisor and others advised regarding apparent trends or factors which are critical to the health of the community. Provides information to the department, Texas Department of Health and other agencies to assist in their investigations and prevent further introduction and spread of disease. Educates and counsels individuals and groups on the epidemiology of reportable diseases, modes of transmission and prevention. Assists in control activities during outbreaks of diseases.

***Knowledge, Skills, and Abilities***

- Application of good knowledge of current cultural, social, economic and public health problems and community demographics.
- Application of good knowledge of public health laws, ordinances, policies, procedures, rules and regulations and basic medical terminology.
- Application of good knowledge of public relations principles.
- Standard investigative and data collection/analysis techniques.
- Clear and concise oral and written communication to prepare and present reports and educate the public.
- Establish and maintain effective working relationships with supervisors, coworkers, officials, regulatory agencies and the general public.

***Other Job Characteristics***

- Field activities involve regular local travel, walking in various terrain and exposure to normal weather changes, infectious/communicable diseases, hazards, substances, liquids, dust, or grease.
- Occasional driving through City traffic
- Immunizations and PPD (TB) skin test are required as a condition of employment unless waived for religious or medical reasons.

***Minimum Qualifications***



**JOB SPECIFICATION**  
**PUBLIC HEALTH SPECIALIST**

Code 22290  
Grade PM 122

Education and Experience: Bachelor's Degree in a relevant Biological Science or health care related field and one (1) year of direct contact experience with the public, patient or provider in a communicable disease control, epidemiology or preventive health program involving interviewing, investigating and educating customers, related contacts or at-risk persons.

Licenses and Certificates: Texas Class "C" Driver's License or equivalent license from another state.



**JOB SPECIFICATION**  
**PUBLIC HEALTH AIDE**

Code 22300  
Grade GS 44

**General Purpose**

Under general supervision, performs communicable/infectious disease control outreach in the community through the delivery of direct observed therapy, early identification of patient management problems, contact investigation, monitoring, referrals and testing.

**Typical Duties:**

Conducts directly observed therapy (DOT) to prevent drug resistance and assist patient in treatment compliance by delivering drug(s) to a convenient site for the patient and by observing the patient ingest the prescribed drug(s). Involves: monitors medication dosages against requisition forms to ensure proper patient therapy. Visually analyzes condition of patient to identify signs of adverse reactions to the medication and instructs patient on immediate response and notification of appropriate health care providers of any adverse condition. Administers and reads designated patient's tests as required. Picks up and delivers specimens, medical records and other required documents between clinics, doctors offices, hospitals, or laboratories. Maintains records and documentation on all activities. Transports patients to and from the clinic. Conducts a weekly toxicity check for each patient and documents on Client Visit Record results of visual observation and survey questions regarding treatment status and progress. Educates patients and families about applicable communicable/infectious disease and facilitates contact notification and examination for cases.

**Knowledge, Skills, and Abilities**

- Application of good knowledge of community and family environmental conditions and how these conditions and training affect a client's social adjustment.
- Application of good knowledge of available community structure and resources related to the program.
- Application of good knowledge in administering designated communicable/infectious disease basic diagnostic screening tests.
- Application of good knowledge of customer service techniques.
- Administering designated communicable/infectious disease basic diagnostic screening tests.
- Interpret and maintain simple statistical records.
- Clear and concise oral and written communication to train and guide customers in altering daily habits towards enhancing personal health.
- Maintain effective working relationships with supervisors, coworkers, customers and the general public.

**Other Job Characteristics**

- Regular and recurring exposure to dust, grease and soiling of clothing and skin surfaces, normally encountered in a clinic.
- Frequent sitting, standing, walking and regular local travel.
- Frequent driving through City traffic.



**JOB SPECIFICATION**  
**PUBLIC HEALTH AIDE**

Code 22300  
Grade GS 44

- Possible exposure to communicable/infectious disease detrimental to health and life as result of dealing with patients having active, contagious and/or multiple drug resistant infection.
- Immunizations and PPD (TB) skin test are required as a condition of employment unless waived for religious or medical reasons.

***Minimum Qualifications***

Education and Experience: High School Diploma or GED, plus two (2) years experience in a public health setting or as a community service aide, employment aide, social services aide, manpower aide, community worker, community organizer or outreach person.

Licenses and Certificates: Texas Class "C" Driver's License or equivalent from another state.



## JOB SPECIFICATION

Code 22310

Grade EX 4

# DEPUTY DIRECTOR OF ANIMAL SERVICES

### **General Purpose**

Under administrative direction, manage Animal Regulation and Disease Control (ARDC) operations and development to establish and maintain quality facilities and programs in a safe and humane animal environment.

### **Typical Duties:**

Plan, organize, implement and direct ARDC functions to include overall operations, programs, staffing, development and budget. Involves: oversee and assign work that involves animal care, facilities, customer service, public relations and operation and maintenance of program computer systems. Direct the approval and enforcement of licenses and permits governing animal control to ensure compliance with regulations. Develop, recommend and enforce departmental policies, procedures, regulations and city ordinances relevant to animal regulation and veterinary public health to contribute to the overall health of the community. Maintain liaison with local, state, federal and international authorities in mutual veterinary public health programs and zoonotic disease control. Direct epidemiological investigations of wild and domestic animal sources and zoonotic diseases and recommend appropriate control measures. Develop ARDC safety standards and practices for the staff, general public and the collection of animals. Participate as a member of management with others to integrate overall services and optimize the use of limited resources. Represent the department and ARDC to the public, other organizations and governmental agencies to inform on changes and to seek support for programs, initiatives and projects.

Plan, design, implement and review program short and long-term goals and priorities. Involves: develop and manage annual program budget. Monitor and approve budget expenditures. Prepare and administer operating and maintenance budget. Conduct regular inspection and evaluation of performance against approved plans and objectives to assess and improve services. Prepare reports regarding program activities, accomplishment and goals.

Supervise assigned staff. Involves: supervise directly and through subordinate supervisors. Appraise employee performance and review evaluations by subordinate supervisors. Develop and provide training essential to maintaining the proficiency of animal control officers. Enforces work behavior standards firmly and impartially. Participate in applicant interviews. As appointing authority, may hire, terminate, transfer, discipline and other employee status changes.

### **Knowledge, Skills, and Abilities**

- Application of comprehensive knowledge of the principles and practices of public health.
- Application of comprehensive knowledge of administration and management principles and practices.
- Application of considerable knowledge of developing and implementing comprehensive animal control programs.
- Application of considerable knowledge of zoonotic disease control and disease surveillance, prevention and control.
- Application of considerable knowledge local, state and federal laws pertaining to animals.
- Application of some knowledge of long term planning, policy development and implementation.
- Interpretation of federal, state, County and City laws, rules and regulations, ordinances, related to public library system administration, state and local labor and occupational safety and health rules and regulations.



## JOB SPECIFICATION

Code 22310

Grade EX 4

# DEPUTY DIRECTOR OF ANIMAL SERVICES

- Application of considerable knowledge of animal products and food of animal origin, epidemiological methods and techniques.
- Firmly and impartially exercise supervisory authority and enforce established rules and regulations, determine and change workflow, schedule and balance workload of division.
- Clear, concise oral and written communication to prepare comprehensive reports and present complex issues to administration, public officials, regulatory agencies, committees, media and the general public.
- Establish and maintain effective working relationships with coworkers, other departments, officials, regulatory agencies, committees, media and the general public.

### ***Other Job Characteristics***

- Frequent potential for exposure to animal bites, injury and contact with infectious and zoonotic diseases which are threatening to health and life.
- Immunizations and PPD (TB) skin test are required as a condition of employment unless waived for religious or medical reasons.
- Work extended hours.
- Occasional exposure to irate individuals.

### ***Minimum Qualifications***

Education and Experience: A Bachelor's degree in management, business or public administration, or veterinary medicine, or related field and five (5) years of animal control operations, public health or environmental health experience, including two (2) years of supervisory or managerial experience.

Licenses and Certificates: Texas Class "C" Driver's License or equivalent from another state.



## JOB SPECIFICATION

Code 22320

Grade GS 51

# ANIMAL CONTROL SHIFT SUPERVISOR

### **General Purpose**

Under general supervision, supervises operations of assigned section(s) of the Animal Regulation and Disease Control program.

### **Typical Duties:**

Plans, assigns and supervises the work of assigned personnel and provides advice and counsel to subordinates in enforcing laws, ordinances and regulations. Involves: supervises patrolling for quarantining, impounding and enforcing animal and rabies control ordinances. Investigates animal cruelty and nuisance complaints of most difficult cases. Investigates accidents involving Animal Control vehicles and personnel. Ensures compliance with quarantine orders, prepares notifications for the news media, and deals with the public answering complaints and advising them on laws, ordinances, policies and regulations. Develops in coordination with the Program Manager, policies and procedures for assigned area(s) of responsibility. Interprets program rules, regulations, policies and procedures for subordinates.

Performs assigned division administrative functions. Involves: Cooperates with other governmental agencies in activities related to the control of zoonotic diseases. Prepares court cases, initiates and serves court orders, and testifies in court. Supervises the wild animal and predator trapping and animal survey programs. Develops Quality Assurance monitors for area(s) of responsibility. Assists in budget preparation and utilization and tracking of resources. Assists in development of marking plan, if applicable, for area(s) of responsibility. Assists in the development of strategic planning for ARDC. Develops necessary forms to support operations. Maintains appropriate records and reports.

Supervise assigned staff. Involves: Schedule, assign, instruct, guide and check work. Appraise employee performance. Provide for training and development; enforce personnel rules and regulations, and work behavior standards firmly and impartially. Counsel, motivate and maintain harmony. Interview applicants. Recommend hiring, termination, transfers, discipline, merit pay or other employee status changes.

### **Knowledge, Skills, and Abilities**

- Application of considerable knowledge of animal and rabies control laws and ordinances including investigation, impoundment, care, restraint, quarantine and disposal; animal behavior, anatomy, hygiene, nutrition and first aid.
- Application of considerable knowledge of effective principles of personnel management.
- Application of considerable knowledge of humane and safe animal care.
- Application of good knowledge of zoonotic diseases.
- Application of good knowledge of good customer relations dealing tactfully and professionally with customers and public in emotional or adversarial conditions.
- Application of good knowledge of general inspection and investigation techniques.
- Establish and maintain effective working relationships with City officials, coworkers and the general public.
- Clear and concise written and oral communication to respond to inquiries and prepare and present information.



## JOB SPECIFICATION

Code 22320  
Grade GS 51

### **ANIMAL CONTROL SHIFT SUPERVISOR**

- Application of some knowledge of community demographics.
- Operate equipment required for animal capture or containment including simple maintenance of such equipment.
- Computer data entry or related computer skills.
- Operation of a two-way radio.

#### ***Other Job Characteristics***

- Frequent potential for exposure to animal bites, scratches and infectious or zoonotic diseases which are threatening to health and life.
- Frequent operation of a light duty truck through City traffic.
- Functions in environment monitoring and coordinating assigned patrol areas on foot and via truck daily.
- Apprehend and handle intractable animals under adverse and hazardous conditions/situations.
- Frequent interaction with people under stressful mental and physical conditions/situations.
- Immunizations and PPD (TB) skin test are required as a condition of employment unless waived for religious or medical reasons.

#### ***Minimum Qualifications***

Education and Experience: A High School diploma or (GED), and four (4) years of animal control experience, including one (1) year of lead work experience.

Licenses and Certificates: Texas Class "C" Driver's License or equivalent from another state.



**JOB SPECIFICATION**  
**ANIMAL CONTROL OFFICER**

Code 22350  
Grade GS 46

**General Purpose**

Under general supervision, canvasses assigned area to locate animals in violation of animal regulation laws/ordinances, captures and impounds animals, investigates complaints, and enforces animal regulation laws, ordinances, rules and regulations.

**Typical Duties:**

Patrols assigned area to locate animals in violation of animal regulation laws/ordinances. Involves: captures biting, vicious, diseased, loose or stray animals with nets, ropes or other devices. Transports captured animals to impoundment facility. Removes animals from truck and places them in designated cages and completes impoundment reports. Investigates complaints and animal bite cases. Verifies animal licenses and rabies vaccinations. Examines captured animals for obvious injuries and transports injured animals. Aids in delivering animal brains for rabies examination. Conducts animal cruelty and nuisance investigations. Explains and enforces animal regulation laws, ordinances, policies, procedures, rules and regulations. Issues warnings or citations for violations and presents cases in court. Prepares and submits records and reports.

**Knowledge, Skills, and Abilities**

- Application of good knowledge of humane and safe animal care and restraint of intractable, scared and/or aggressive animals.
- Application of good knowledge of local ordinances regarding animal control and regulation.
- Application of good knowledge of techniques required to capture, handle, tranquilize and euthanize domestic and wild animals.
- Application of good knowledge of good customer relations dealing tactfully and professionally with customers and public in emotional or adversarial conditions.
- Application of good knowledge of general inspection and investigation techniques.
- Application of good knowledge of assigned area.
- Establish and maintain effective working relationships with City officials, coworkers and the general public.
- Clear and concise written and oral communication to respond to inquiries and prepare and present information.
- Maintain accurate logs and records of animal care and observation.
- Operate equipment required for animal capture or containment including simple maintenance of such equipment.
- Computer data entry or related computer skills.
- Operate a two-way radio.



**JOB SPECIFICATION**  
**ANIMAL CONTROL OFFICER**

Code 22350  
Grade GS 46

***Other Job Characteristics***

- Frequent exposure to animal bites, scratches and infectious or zoonotic diseases which are threatening to health and life.
- Frequent lifting and carrying up to 50 pounds and greater than 50 pounds with assistance.
- Frequent sitting, standing, reaching, walking, twisting and kneeling.
- Frequent operation of a light duty truck through City traffic.
- Frequent interaction with customers and the public during stressful mental and physical situations.
- Immunizations and PPD (TB) skin test are required as a condition of employment unless waived for religious or medical reasons.

***Minimum Qualifications***

Education and Experience: A High School diploma or (GED), and one (1) year of animal confined animal care and handling experience excluding personal pets, or six (6) months as an Animal Control Attendant and possess a Basic Animal Control Officer Certification, or obtain within six (6) months of employment.

Licenses and Certificates:

Texas Class "C" Driver's License or equivalent from another state. Obtain Euthanasia Technician Certification within six (6) months of appointment. Obtain an Advanced Animal Control Certification within twelve (12) months of appointment.



**JOB SPECIFICATION**  
**ANIMAL CONTROL ATTENDANT**

Code 22380  
Grade GS 43

***General Purpose***

Under general supervision, performs simple tasks caring for impounded animals.

***Typical Duties:***

Cares for impounded animals. Involves: feeds and waters animals according to schedule. Cleans and disinfects cages, pens and yards. Disinfects equipment and instruments used. Logs in impounded animals and monitors quarantined animals daily. Assists public in identifying and redeeming pets. Checks animals for obvious signs of illness or injury and follows veterinarian instructions. Transfers animals between holding areas. Records information according to instructions, such as vital statistics, diet, weight, medications, food intake, license number and behaviors. Dips and grooms animals as directed. Holds animals and assists in euthanasia. Disposes of animal carcasses. Aids in preparing and delivering animal brains for rabies examination. Performs general custodial and maintenance duties.

Effective

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**JOB SPECIFICATION**  
**ANIMAL CONTROL ATTENDANT**

Code 22380  
Grade GS 43

***Knowledge, Skills, and Abilities***

- Application of good knowledge of normal behavior of animals and deviations from normal animal behavior.
- Application of good knowledge of positive customer relations dealing tactfully with customers and public.
- Handling and caring for animals under adverse conditions.
- Communicate clearly, both verbally and in writing.
- Establish and maintain effective working relationships with supervisors, employees and the general public.
- Following instructions implicitly.

***Other Job Characteristics***

- Functions in an animal kennel where there is regular and frequent potential for exposure to animal bites, scratches and infectious or zoonotic diseases which are threatening to health and life.
- Handle intractable animals under adverse and potentially hazardous conditions.
- Immunizations and PPD (TB) skin test are required as a condition of employment unless waived for religious or medical reasons.

***Minimum Qualifications***

Education and Experience: Graduation from an accredited high school or equivalent (GED).

Licenses and Certificates: Must obtain a Texas Class "C" Driver's License or comparable valid license issued by another state by time of appointment.

ATTACHMENT "A"

CITY CLERK DEPT.

07 NOV -9 AM 11:01

That the Classification and Compensation Plan shall be amended as recommended by the Civil Service Commission. The class of **BENEFITS SUPERVISOR** is hereby revised as specified in the duties and responsibilities attached hereto. The Code shall remain **12095**. The Grade shall be **PM 127**.

Salary Range: \$43,607.85 - \$63,231.38 (PM 127 to same)

That the Classification and Compensation Plan shall be amended as recommended by the Civil Service Commission. The class of **SENIOR MICROBIOLOGIST** is hereby created as specified in the duties and responsibilities attached hereto. The Code is **13226**. The Grade is **PM 126**.

Salary Range: \$41,531.29 - \$60,220.36 (PM 126)

That the Classification and Compensation Plan shall be amended as recommended by the Civil Service Commission. The class of **MICROBIOLOGY SUPERVISOR** is hereby created as specified in the duties and responsibilities attached hereto. The Code is **13228**. The Grade is **PM 128**.

Salary Range: \$45,788.24 - \$66,392.95 (PM 128)

That the Classification and Compensation Plan shall be amended as recommended by the Civil Service Commission. The class of **HEALTH ASSISTANT DIRECTOR** is hereby created as specified in the duties and responsibilities attached hereto. The Code is **22020**. The Grade is **EX 3**.

Salary Range: \$77,109.00 - \$127,231.00 (EX 3)

That the Classification and Compensation Plan shall be amended as recommended by the Civil Service Commission. The class of **PATIENT SERVICES COORDINATOR** is hereby created as specified in the duties and responsibilities attached hereto. The Code is **22030**. The Grade is **EX 4**.

Salary Range: \$70,100.00 - \$115,664.00 (EX 4)

That the Classification and Compensation Plan shall be amended as recommended by the Civil Service Commission. The class of **WIC PROGRAM MANAGER** is hereby created as specified in the duties and responsibilities attached hereto. The Code is **22040**. The Grade is **PM 132**.

Salary Range: \$54,542.78 - \$81,814.17 (PM 132)

That the Classification and Compensation Plan shall be amended as recommended by the Civil Service Commission. The class of **WIC SERVICES MANAGER** is hereby created as specified in the duties and responsibilities attached hereto. The Code is **22050**. The Grade is **PM 129**.

Salary Range: \$47,116.10 - \$70,674.15 (PM 129)

That the Classification and Compensation Plan shall be amended as recommended by the Civil Service Commission. The class of **CERTIFYING AUTHORITY** is hereby created as specified in the duties and responsibilities attached hereto. The Code is **22060**. The Grade is **PM 122**.

Salary Range: \$34,879.72 - \$48,831.61 (PM 122)

That the Classification and Compensation Plan shall be amended as recommended by the Civil Service Commission. The class of **WIC SERVICES SPECIALIST** is hereby created as specified in the duties and responsibilities attached hereto. The Code is **22070**. The Grade is **GS 52**.

Salary Range: \$30,110.32 - \$48,111.02 (GS 52)

That the Classification and Compensation Plan shall be amended as recommended by the Civil Service Commission. The class of **NURSING PROGRAM MANAGER** is hereby created as specified in the duties and responsibilities attached hereto. The Code is **22080**. The Grade is **PM 132**.

Salary Range: \$54,542.78 - \$81,814.17 (PM 132)

That the Classification and Compensation Plan shall be amended as recommended by the Civil Service Commission. The class of **PUBLIC HEALTH NURSE** is hereby created as specified in the duties and responsibilities attached hereto. The Code is **22090**. The Grade is **PM 128**.

Salary Range: \$45,788.24 - \$66,392.95 (PM 128)

That the Classification and Compensation Plan shall be amended as recommended by the Civil Service Commission. The class of **NURSE SUPERVISOR** is hereby created as specified in the duties and responsibilities attached hereto. The Code is **22100**. The Grade is **PM 130**.

Salary Range: \$49,471.91 - \$74,207.86 (PM 130)

That the Classification and Compensation Plan shall be amended as recommended by the Civil Service Commission. The class of **LICENSED VOCATIONAL NURSE** is hereby created as specified in the duties and responsibilities attached hereto. The Code is **22110**. The Grade is **GS 55**.

Salary Range: \$34,856.46 - \$55,694.52 (GS 55)

That the Classification and Compensation Plan shall be amended as recommended by the Civil Service Commission. The class of **MEDICAL ASSISTANT** is hereby created as specified in the duties and responsibilities attached hereto. The Code is **22120**. The Grade is **GS 48**.

Salary Range: \$25,298.89 - \$38,979.52 (GS 48)

That the Classification and Compensation Plan shall be amended as recommended by the Civil Service Commission. The class of **CLINICAL ASSISTANT** is hereby created as specified in the duties and responsibilities attached hereto. The Code is **22130**. The Grade is **GS 44**.

Salary Range: \$21,265.94 - \$31,552.14 (GS 44)

That the Classification and Compensation Plan shall be amended as recommended by the Civil Service Commission. The class of **NUTRITION SERVICES MANAGER** is hereby created as specified in the duties and responsibilities attached hereto. The Code is **22140**. The Grade is **PM 132**.

Salary Range: \$54,542.78 - \$81,814.17 (PM 132)

That the Classification and Compensation Plan shall be amended as recommended by the Civil Service Commission. The class of **SENIOR NUTRITIONIST** is hereby created as specified in the duties and responsibilities attached hereto. The Code is **22150**. The Grade is **PM 126**.

Salary Range: \$41,531.29 - \$60,220.36 (PM 126)

That the Classification and Compensation Plan shall be amended as recommended by the Civil Service Commission. The class of **NUTRITIONIST** is hereby created as specified in the duties and responsibilities attached hereto. The Code is **22170**. The Grade is **PM 124**.

Salary Range: \$38,454.89 - \$53,836.85 (PM 124)

07 NOV - 9 AM 11:01  
CITY CLERK DEPT.

That the Classification and Compensation Plan shall be amended as recommended by the Civil Service Commission. The class of **BREAST FEEDING COORDINATOR** is hereby created as specified in the duties and responsibilities attached hereto. The Code is **22180**. The Grade is **PM 123**.

Salary Range: \$36,623.71 - \$51,273.19 (PM 123)

That the Classification and Compensation Plan shall be amended as recommended by the Civil Service Commission. The class of **COMMUNITY SERVICE AIDE BREASTFEEDING COUNSELOR** is hereby created as specified in the duties and responsibilities attached hereto. The Code is **22190**. The Grade is **GS 44**.

Salary Range: \$21,265.94 - \$31,552.14 (GS 44)

That the Classification and Compensation Plan shall be amended as recommended by the Civil Service Commission. The class of **EPIDEMIOLOGIST** is hereby created as specified in the duties and responsibilities attached hereto. The Code is **22200**. The Grade is **PM 131**.

Salary Range: \$51,945.50 - \$77,918.25 (PM 131)

That the Classification and Compensation Plan shall be amended as recommended by the Civil Service Commission. The class of **DENTAL HYGIENIST** is hereby created as specified in the duties and responsibilities attached hereto. The Code is **22210**. The Grade is **GS 53**.

Salary Range: \$31,615.83 - \$50,516.57 (GS 53)

That the Classification and Compensation Plan shall be amended as recommended by the Civil Service Commission. The class of **DENTAL ASSISTANT** is hereby created as specified in the duties and responsibilities attached hereto. The Code is **22220**. The Grade is **GS 45**.

Salary Range: \$22,329.23 - \$33,129.75 (GS 45)

That the Classification and Compensation Plan shall be amended as recommended by the Civil Service Commission. The class of **HEALTH TRAINING & PROMOTIONS MANAGER** is hereby created as specified in the duties and responsibilities attached hereto. The Code is **22230**. The Grade is **PM 132**.

Salary Range: \$54,542.78 - \$81,814.17 (PM 132)

That the Classification and Compensation Plan shall be amended as recommended by the Civil Service Commission. The class of **HEALTH EDUCATION SUPERVISOR** is hereby created as specified in the duties and responsibilities attached hereto. The Code is **22240**. The Grade is **PM 126**.

Salary Range: \$41,531.29 - \$60,220.36 (PM 126)

That the Classification and Compensation Plan shall be amended as recommended by the Civil Service Commission. The class of **HEALTH EDUCATION SPECIALIST** is hereby created as specified in the duties and responsibilities attached hereto. The Code is **22250**. The Grade is **PM 122**.

Salary Range: \$34,879.72 - \$48,831.61 (PM 122)

That the Classification and Compensation Plan shall be amended as recommended by the Civil Service Commission. The class of **COMMUNITY HEALTH PREPAREDNESS PLANNER** is hereby created as specified in the duties and responsibilities attached hereto. The Code is **22260**. The Grade is **PM 125**.

Salary Range: \$39,553.61 - \$57,352.73 (PM 125)

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That the Classification and Compensation Plan shall be amended as recommended by the Civil Service Commission. The class of **PUBLIC HEALTH SUPERVISOR** is hereby created as specified in the duties and responsibilities attached hereto. The Code is **22270**. The Grade is **PM 128**.

Salary Range: \$45,788.24 - \$66,392.95 (PM 128)

That the Classification and Compensation Plan shall be amended as recommended by the Civil Service Commission. The class of **SENIOR PUBLIC HEALTH SPECIALIST** is hereby created as specified in the duties and responsibilities attached hereto. The Code is **22280**. The Grade is **PM 124**.

Salary Range: \$38,454.89 - \$53,836.85 (PM 124)

That the Classification and Compensation Plan shall be amended as recommended by the Civil Service Commission. The class of **PUBLIC HEALTH SPECIALIST** is hereby created as specified in the duties and responsibilities attached hereto. The Code is **22290**. The Grade is **PM 122**.

Salary Range: \$34,879.72 - \$48,831.61 (PM 122)

That the Classification and Compensation Plan shall be amended as recommended by the Civil Service Commission. The class of **PUBLIC HEALTH AIDE** is hereby created as specified in the duties and responsibilities attached hereto. The Code is **22300**. The Grade is **GS 44**.

Salary Range: \$21,265.94 - \$31,552.14 (GS 44)

That the Classification and Compensation Plan shall be amended as recommended by the Civil Service Commission. The class of **DEPUTY DIRECTOR OF ANIMAL SERVICES** is hereby created as specified in the duties and responsibilities attached hereto. The Code is **22310**. The Grade is **EX 4**.

Salary Range: \$70,100.00 - \$115,664.00 (EX 4)

That the Classification and Compensation Plan shall be amended as recommended by the Civil Service Commission. The class of **ANIMAL CONTROL SHIFT SUPERVISOR** is hereby created as specified in the duties and responsibilities attached hereto. The Code is **22320**. The Grade is **GS 51**.

Salary Range: \$29,286.64 - \$45,123.66 (GS 51)

That the Classification and Compensation Plan shall be amended as recommended by the Civil Service Commission. The class of **ANIMAL CONTROL OFFICER** is hereby created as specified in the duties and responsibilities attached hereto. The Code is **22350**. The Grade is **GS 46**.

Salary Range: \$23,445.69 - \$34,786.24 (GS 46)

That the Classification and Compensation Plan shall be amended as recommended by the Civil Service Commission. The class of **ANIMAL CONTROL ATTENDANT** is hereby created as specified in the duties and responsibilities attached hereto. The Code is **22380**. The Grade is **GS 43**.

Salary Range: \$20,703.33 - \$29,535.99 (GS 43)

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