

Environmental Health Technician

GENERAL SUMMARY

Primary function of this position is to provide various administrative office support and excellent customer service in the Environmental Health Office. The position will have an emphasis in either the Soil Erosion and Sedimentation Control program, or the Well and Septic program. This position will require significant knowledge of all Environmental Health programs and will work collectively with other Environmental Health staff to ensure exceptional customer service and prompt turn-around for all department and permitting processes.

Each Environmental Health Technician will be designated to a primary permitting program and cross-trained in all department functions

The Environmental Health Office is responsible for the following programs:

- Well and Septic Permitting;
- Soil Erosion and Sedimentation Control Permitting;
- Food Service Licensing and Inspections;
- Department of Health and Human Services Inspections;
- Public Swimming Pool inspections;
- Campground inspections;
- Body Art Licensing and Inspections;
- Local Beach Monitoring Reporting; and
- Other Inspections at the request of the County and/or State of Michigan.

Employees must meet the minimum requirements, conditions of employment, and be able to successfully perform all essential duties and responsibilities with or without reasonable accommodations.

This position may require travel by the employee in the employee's own vehicle or other means of transportation.

PRIMARY DUTIES AND RESPONSIBILITIES (may include but are not limited to the following)

- Process, analyze, verify and enter data for all aspects of permitting, including permit applications and issuance, expiration notices, and permit renewals, within established guidelines.
- Conduct routine field inspections on an as needed basis.
- Issue permits on an as needed basis (program dependent).
- Provides comprehensive customer service including delivery of accurate, prompt, and courteous assistance on complex policies, guidelines, and standard practices to internal and external partners both verbally and in writing.
- Processing and posting customer payments to appropriate programs.
- Reconciliation of cash box and daily reporting.
- May assist in the maintenance and design of the Environmental Health website content.
- General office work including answering phones and voicemails, faxing, mailing and

- email, filing, record keeping, and writing business letters.
- Contribute to team effort by performing other support staff functions as requested.

EDUCATION, FORMAL TRAINING, AND EXPERIENCE (minimum requirements)

- High School Diploma or G.E.D. supplemented by advanced college coursework in environmental studies, biology, chemistry, engineering, or related field.
- Three months to one year of experience in the field of Environmental Health or closely related field preferred.

CERTIFICATIONS, LICENSES

- CPR Certification (health department requirement)
- Notary Public Designation
- Requires a valid driver's license and personal vehicle insurance and must maintain eligibility to drive as per the County's Vehicle policy.
- Construction Storm water Operator and Soil Erosion and Sedimentation Control Plan Review and Design certifications preferred, but not required (program dependent)

CONDITIONS OF EMPLOYMENT (minimum requirements - legal or contractual pre-employment obligations and/or requirements, such as drug testing, background check, etc.)

- May be required to serve in an "on-call" capacity.

A background check may be required initially and periodically for an individual hired, transferred, reclassified, promoted, or currently working in this job. Appointment to or continued employment in this job is contingent upon a satisfactory background check which may include but is not limited to confirmation of a persons' identity; review of criminal conviction records; verification of educational degree, license, or certificate required for the position; review of Department of Motor Vehicles records; Department of Justice fingerprint scan; and/or drug and alcohol testing as required and allowable by law. A satisfactory background check is defined as the absence of a criminal history record which bears a demonstrable relationship to the applicant's or employee's suitability to perform the required duties and responsibilities of the position.

DISTINGUISHING CHARACTERISTICS

Work involves evaluating the relevance and importance of theories, concepts, and principles to develop different approaches or tactical plans to fit specific circumstances where guidelines may not exist but are flexible and open to considerable interpretation. Independent judgment, personal discretion, and resourcefulness are needed to interpret and apply guidelines. Errors at this level could cause serious, long-term consequences involving substantial financial costs, significantly reduced service to the public, and/or negative media reaction and could impact others outside of a department and may require the intervention of an agency head to resolve.

PHYSICAL DEMANDS, WORK ENVIRONMENT, AND OTHER REQUIREMENTS

- May be required to climb or balance; reach with hands and arms; sit; stand; stoop, kneel, or crouch; talk and hear; smell; use hands to finger, handle, or feel.
- Position frequently works in an outdoor environment with exposure to weather-related heat and cold, rain, wind, and related elements.
- May be exposed to extreme heat and cold (not related to weather), working near moving mechanical parts, risk of electrical shock, vibration, fumes or airborne particles, infectious diseases.
- May occasionally be required to lift/move up to 100 pounds.

ORGANIZATIONAL KEY COMPETENCIES

All Grand Traverse County Health Department employees are expected to provide professional preventative health services in a compassionate, efficient, progressive, comprehensive, and holistic manner. Additionally, all Grand Traverse County employees are expected to demonstrate a commitment to the following values:

Serve with Integrity

- Be Innovative
- Be Accountable
- Engage the Team
- Provide Service
- Be Transparent

COMPETENCIES Position Specific Key Competencies for Public Health Professionals, also known as Core Competencies, are a consensus set of skills for the broad practice of public health, as defined by the 10 Essential Public Health Services:

Analytical/Assessment Skills

- Describes factors affecting the health of the community
- Explains how community health assessments use information about health status, factors influencing health, assets, and resources

- Use quantitative and qualitative data and identifies gaps
- Describes assets and resources that can be used for improving the health of the community
- Describes how evidence (e.g., data, findings reported in peer-reviewed literature, evidenced based practices) is used in decision making
- Make evidenced-based decisions using data and other information
- Apply ethical principles on the use of data and information
- Advocate for the use of evidence
- Uses information technology in accessing, collecting, analyzing, using, maintaining, and disseminating data and information

Policy Development/Program Planning Skills

- Contributes to community health improvement planning
- Contributes to implementation of organizational strategic plan
- Contributes to the development of program goals and objectives
- Identifies current trends affecting the health of the community
- Implements policies, programs, and services
- Explains the importance of evaluations for improving policies, programs, and services
- Applies strategies for continuous quality improvement

Communication Skills

- Identifies the literacy of populations served (e.g., ability to obtain, interpret, and use health and other information, social media literacy)
- Communicates in writing and orally with linguistic and cultural proficiency
- Solicits input from individuals and organizations for improving the health of a community
- Conveys data and information to professionals and the public using a variety of approaches
- Communicates information to influence behavior and improve health
- Describes the roles of governmental public health, health care, and other partners in improving the health of a community

Cultural Competency Skills

- Describes the concept of diversity as it applies to individuals, populations, and the community served
- Recognizes and addresses the diversity in individuals and populations when developing, implementing, and evaluating policies, programs, and services that affect the health of the community
- Describes the effects of policies, programs, and services on different populations in the community

Community Dimensions of Practice Skills

- Describes the programs and services provided by governmental and non-governmental organizations to improve the health of a community
- Recognizes, suggests, and supports relationships that affect and are needed to support health in the community

- Provides input for developing, implementing, evaluating, and improving policies, programs, and services
- Uses assets and resources to improve health in a community
- Informs the public about policies, programs, and resources that improve health in a community
- May collaborate in community-based participatory research

Public Health Sciences Skills

- Identifies prominent events in public health history
- Retrieves evidence from multiple sources to support decision making Recognizes limitations of evidence (e.g., validity, reliability, sample size, bias, generalizability)
- Describes evidence used in developing, implementing, evaluating, and improving policies, programs, and services

Financial Planning and Management Skills

- Adheres to organizational policies and procedures
- Describes how teams achieve program performance standards and measures
- Motivates colleagues for the purpose of achieving program and organization goals

Leadership and Systems Thinking Skills

- Incorporates ethical standards of practice into all interactions
- Describes public health as part of a larger inter-related system of organizations work together or individually to impact the health of populations at local, national, and global levels
- Contributes to the development of a vision for a healthy community (e.g. emphasis on prevention, health equity for all, excellence, and innovation)
- Participates in professional development opportunities
- Describes ways to improve individual and program performance