

**DIVISION OF INDUSTRY SERVICES  
CLASSIFICATION: REGULATORY SPECIALIST  
WORKING TITLE: PROGRAM COORDINATOR**

**POSITION SUMMARY**

Under general supervision of the Section Chief this position is the subject matter expert for assigned programs and coordinates activities related to the compliance and enforcement of state and federal codes and regulations governing those programs. This includes independently managing and assessing individual programs and providing complex administrative and technical support to other program areas.

**GOALS AND WORKER ACTIVITIES**

- 60%
- A. Manage the complex administrative functions of assigned programs and provide technical consultation and compliance related services to internal and external stakeholders. For all programs this includes: developing and implementing policies and procedures; analyzing program effectiveness; developing and providing educational and training programs to ensure compliance with program regulations and requirements.**

**FIRE SAFE CIGARETTES**

- A1. Process certification requests for the Wisconsin Fire-Safe Cigarettes program.
- A2. Coordinate and implement enforcement efforts related to the Fire-Safe Cigarette Certification regulations with the Wisconsin Department of Justice.
- A3. Maintain a registry of cigarette manufactures.
- A4. Develop and maintain a monitoring system to ensure compliance with certification regulations and standards.
- A5. Provide technical and administrative information to cigarette manufacturers.
- A6. Develop and implement standard operating procedures.
- A7. Prepare technical reports, brochures, code commentary, and other documentation as required.

**MANUFACTURED HOMES**

- A8. Provide technical consultation to manufacturers, dealers, salespersons, and installers on issues related to the regulation of manufactured housing.
- A9. In coordination with the Bureau of Field Services, initiate and assist in enforcement efforts through inspection support and services.
- A10. Develop and maintain a system to monitor compliance of manufacturers, dealers, and salespersons.
- A11. Respond to citizen questions and complaints and inquiries from legislators.
- A12. Analyze and recommend revisions to administrative rules and changes in policies or procedures to ensure that they are addressing problems and being carried out effectively.

A13. Prepare reports on the status of enforcement efforts and non-compliance.

A14. Maintain program activity records.

### **RENTAL WEATHERIZATION**

A15. Provide technical information related to the rules and regulations of the Rental Weatherization Program.

A16. Review and process exemption files and deferral of legal action.

A17. Ensure compliance with the program through monitoring and auditing of certificates of compliance, real estate transfer returns, and inspection reports.

A18. Investigate complaint letters from the public and make recommendations to the section chief.

A19. Refer complaints and/or violations to District Attorney as appropriate and ensure follow-up is completed.

A20. Resolve programmatic issues and inconsistencies and provide technical assistance to affected parties.

A21. Maintain accurate program activity records.

A22. Process transfer authorizations for the program through the validation of stipulations and waivers.

**30%**

### **B. Administer the Electronic Data Interchange (EDI) and Regulated Objects programs to ensure compliance with statutory and administrative code requirements, as well as, Division standards.**

B1. Serve as the primary contact for EDI and Regulated Objects.

B2. Provide and maintain access credentials for the programs. This includes granting permissions and parameters of access.

B3. Provide technical assistance to the Division on issues related to EDI or regulated objects.

B4. Evaluate, develop, and document standard operating procedures.

B5. Develop and provide reports detailing the Division's performance associated with plan review and compliance/enforcement activities.

B6. Provide initial training and ongoing assistance to staff.

B7. Assist in the update of Regulated Objects with EDI information on a weekly basis.

B8. Initiate the invoicing, monthly registration, and batch renewal process within set timelines.

**10%**

### **C. Other duties and projects as assigned.**

### **JOB KNOWLEDGE, SKILLS AND ABILITIES**

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- Strong interpersonal and customer service skills.
- Strong verbal communication skills.
- Strong written communication skills.
- Strong analytical skills.
- Knowledge or program management principles and tools.
- Knowledge of theories, principles, practices, and techniques of developing reference materials.
- Knowledge of different types of credentials.
- Knowledge of and skill in the use of website authoring and publishing tools.
- The ability work in a team and act as a team leader.
- The ability to act in a professional manner and represent DSPS in a positive way.
- Considerable ability in the use a personal computer, internet, database software and other types of applicable software.
- The ability to gather data, to compile information, and prepare reports.
- The ability to write technical and non-technical documents.
- The ability to analyze and solve customer issues.
- The ability to proofread and edit across a variety of media.
- The ability to communicate complex ideas clearly and concisely, orally and in writing
- Skill in collecting, analyzing, and summarizing data to be used in educational and informational materials.
- Skill in organizing resources and establishing priorities.
- Understanding of administrative law and the statutes and rules related to the department.