

**Plant Quarantine Supervisor II**  
**Essential Task Rating Results**

Task #	Task Statement
1.	Oversee and direct all staff in the day-to-day operations of the border protection station facility in the performance of regulatory inspections on commodities, equipment, and conveyances, including the handling of complex quarantine inspections and rejections.
2.	Supervise and monitor staff in a small, medium or large border protection station regarding personnel practices (e.g., hiring issues, disciplinary issues, performance, etc.) to comply with laws, rules and regulations, departmental policies and procedures by utilizing effective communication and supervisory skills.
3.	Evaluate employee performance, provide feedback, and follow-up by completing probationary reports, annual performance reports, IDP's, and conducting meetings with employees in a timely manner.
4.	Oversee all staff in maintaining a safe and secure environment of persons, property, and equipment of the facility by ensuring safety and inspection techniques are followed, implementing preventive measures, make recommendations and make immediate corrections as necessary in accordance with Departmental policies
5.	Initiate and/or participate in the progressive disciplinary process to prevent, correct, and improve employee performance or address issues of substandard performance utilizing various resources (e.g., knowledge, policies and procedures etc.) in accordance with Departmental policy and State laws, rules and regulations.
6.	Promote, motivate and encourage staff including first level supervisors to work together to maintain good working relationships using effective communication skills.
7.	Review and monitor the work of subordinate staff including first level supervisors to ensure the station is operating effectively and efficiently by utilizing effective supervisory skills.
8.	Oversee and/or administer training to staff in all aspects of plant quarantine work using lessons plans, training courses, various manuals, hands-on-training etc., including mandatory safety, sexual harassment prevention and violence in the workplace, etc.
9.	Ensure staff and first level supervisors are in compliance with all CDFA policies by monitoring, training, documenting and taking immediate corrective action to promote a work environment that is free of discrimination and harassment.
10.	Evaluate traffic, contraband, and pest trends, etc. from data collected from regulatory inspection activities and make recommendations to improve station performance as directed by management.

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11.	Establish a professional and effective working relationship with the traveling public, truck drivers, management, staff, and others contacted during the course of the day by communicating (verbally and in writing) in a clear and concise manner utilizing tact and interpersonal communication skills (e.g. the purpose of inspections, soliciting their cooperation during an inspection; answer questions, educate the traveling public, quarantines, concerns and complaints of disgruntled parties, etc.) in all situations.
12.	Follow and give verbal and written directions provided by management or recorded by state law or departmental policy.
13.	Correctly interpret and apply laws, rules and regulations, departmental and program policies, procedures, and guidelines to ensure consistency and compliance to specific situations using effective communications skills and various other resources at all times.
14.	Inspects commercial shipments entering California via commercial vehicles for agricultural pests/quarantine compliance by verbally questioning truck drivers, interpreting shipping manifests, quarantine certificates, visually inspects commodities, physically climbs into trailers, opening containers to inspect for pests or verify contents.
15.	Inspect shipments of nursery stock, fruits, vegetables or other plant material for the presence of invasive pest species by inspecting material surfaces, cutting samples with a knife, crushing fruit, and taking soil samples, etc.
16.	Inspect private vehicles (autos, recreational vehicles, buses, watercraft, and self movers) entering California for agricultural pests/quarantine compliance by verbally questioning drivers, physically checking trunks, ices chests, vehicle chassis, boat hulls and trailers, and other areas or containers with the vehicles.
17.	Adhere to bargaining unit contracts by meeting with staff and union representatives to discuss and resolve labor concerns.
18.	Maintain supervisor working files, e.g., disciplinary documents, contact information, duty statements etc. to keep accurate records of employees ensuring materials are available and up to date for future reference.
19.	Operate standard office equipment such as copiers, computers, fax machines, calculators, telephones etc. maintains equipment and supplies to ensure station is operating effectively and efficiently.
20.	Oversee and/or perform maintenance of buildings and grounds to ensure facility is safe and functional includes restrooms, storerooms, offices, inspection booths by painting, minor building repair, use of power equipment to cut lawns or weeds; monitors safe work habits and conditions; enforces and practices safety precautions.
21.	Oversee and/or clean and maintain restrooms, storerooms, offices, inspection booths, and lanes, etc. includes picking up and emptying trash, washing windows, mopping, sweeping etc. as needed.

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22.	Orders and/or purchases supplies for the station which includes traffic cones, trash bags, paper products and other goods as needed; maintains inventory and accountability of supplies and equipment to operate the facility effectively and efficiently.
23.	Review and submit invoices and credit card statements in a timely manner to headquarters office for approval and payment.
24.	Monitor traffic movement to determine which vehicles need to be inspected and control traffic flow through lanes by reviewing traffic data for trends (time of day, time of year, etc.), to ensure facility is adequately staffed at all times.
25.	Appropriately handle stressful situations and take immediate action including responding to urgent and emergency situations in the work place in a professional manner to avoid further escalation with a reasonable conclusion by utilizing effective interpersonal skills and techniques at all times.
26.	Develop or oversees the monthly work schedule to ensure adequate coverage to handle anticipated workloads taking into consideration sick leave and vacation schedules and making sure it's posted by the 15th of each month.
27.	Authorize changes in employee work schedules to maintain adequate shift coverage to ensure the effective and consistent operation of the station.
28.	Review and monitor data input from staff for completeness accuracy.
29.	Prepare neat, detailed and complete written reports (daily traffic logs, incident, accident, and injury reports, narrative reports, etc.) from data collected associated with regulatory inspection activities or other situations in the workplace to document significant or unusual events using correct English, grammar, and spelling at all times.
30.	Answer telephone inquiries from the general public, headquarters, trucking companies, agricultural shippers, etc. to provide accurate information in a polite manner using good telephone etiquette at all times.
31.	Gather data from shipments entering the State for other programs and agencies such as Animal Health, the Board and Equalization, and county agricultural commissioners by entering data into computer software or scanned, faxed, and mailed copies to follow up on necessary inspections, actions, statistics, or reports.
32.	Collaborate with State, County and Federal agencies including local law enforcement to facilitate mutual cooperation in special projects including giving interviews and presentations, and compliance with laws to resolve and enforce plant quarantine regulatory issues.
33.	Collect, recognize, and make preliminary identification of pests found in commercial and private vehicles and commodities such as nursery stock, fruits, vegetables, or other plant materials by comparing collected specimens with samples, or printed or electronic reference materials; preserve and ship suspect pest specimens for laboratory identification.

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34.	Record digital images using devices such a digital/video cameras and microscopes to document events occurring at the facility including accidents, quarantine incidents, and pest find for legal and quarantine Program responsibilities.
35.	Conducts staff meeting with staff in order to share and receive information and provide updates regarding current work, changes in departmental and program policy changes, training, etc.
36.	Complete forms from data collected associated with regulatory inspection activities such as rejection notices, warning hold notices, pest damage reports, etc. by entering data into the computer.
37.	Disseminate information to interested parties including staff, etc. for legal and statistical purposes by posting information on bulletin boards, using fax, email and postal systems.
38.	Dispose of rejected pests or rejected material for quarantine compliance by grinding, burning, placement in dumpster, or calling appropriate government agency and may require the use of wheelbarrows, hand truck, and incinerators, enforces and practices safety precautions.