New York State Department of Civil Service
Division of Classification & Compensation

Tentative Classification Standard

Occ. Code 6412100

Dairy Products Specialist 1, Grade 18	**6412100**
Dairy Products Specialist 2, Grade 23	**6412200**
Dairy Industry Services Manager (Milk Control), Grade 27	**6414010**
Dairy Industry Services Manager, Grade 27	**6414000**
Assistant Director Dairy Industry Services, M-3	**6411800**
Director Dairy Industry Services, M-4	**6411900**

Brief Description of Class Series

Positions in this series regulate and support the State's dairy industry through various inspections, licenses, and marketing and promotion programs relating to all aspects of the dairy industry. Activities include issuing licenses, inspecting fluid milk manufacturing plants; enforcing milk sanitation requirements; sampling of milk and dairy products; overseeing milk producer security program; administering the Interstate Milk Shippers Program in New York State; implementation of dairy promotion activities; coordinating State and federal dairy policy; operating a State milk marketing order; investigating consumer complaints; and reviewing milk labeling and advertising.

These positions are found only in the Division of Milk Control and Dairy Services in the Department of Agriculture and Markets.

Distinguishing Characteristics

Dairy Products Specialist 1: entry level; assigned to specific geographic areas of the State to inspect, rate, audit and investigate dairy products and dairy product producers, processors, laboratories, laboratory analysts and handlers to assess their compliance with State and federal rules, regulations and policies that require producing and selling in a sanitary manner without deceptive practices; designated as either a Laboratory Evaluation Officer or State Rating Officer in their assigned region.

Dairy Products Specialist 2: first supervisory level; supervises Dairy Products Specialists 1; directs regional staff in inspection, rating, auditing and investigation activities.

Dairy Industry Services Manager (Milk Control): one-position class, plans, supervises, and evaluates the Bureau of Milk Control's programs, activities and assigned field staff. The position functions with a similar level of authority as the Dairy Industry Manager that manages the Bureau of Dairy Services.

Dairy Industry Services Manager: second supervisory level; plans, directs, manages, coordinates and evaluates Bureau programs, activities and subordinate staff in administering several dairy programs.

Assistant Director Dairy Industry Services: one-position class; functions as the overall second-in-command to the Director of the Milk Control and Dairy Services program.

Director Dairy Industry Services: one-position class; functions as the director of the New York State Milk Control and Dairy Services Program.

Illustrative Tasks

Dairy Products Specialist 1: under the supervision of a Dairy Products Specialist 2, conducts inspections and ratings of milk plants and farms in accordance with State and federal regulations to ensure the quality and safety of milk and milk products; conducts sanitary inspections of dairy farms, fluid milk processing plants, bottling plants, frozen dessert plants, manufacturing and handling plants, mobile units and all related equipment, utensils, instruments, storage areas and vehicles for sanitary conditions and practices and the quality and condition of equipment; examines farm and plant records; conducts field investigations of wholesale and retail outlets to detect violations covering packaging, labeling, advertising, pricing, storage and sale of dairy products; takes product samples to determine compliance with prescribed standards of sanitation, wholesomeness and purity and to obtain evidence of misrepresentation in connection with the enforcement of the Agriculture and Markets Law; inspects laboratories that perform analyses of milk and milk products and makes recommendations on the issuance of facility license or laboratory analyst certification; provides technical assistance and training to industry personnel; responds to telephone and written inquiries from the dairy industry and the public; and testifies as an expert witness at hearings and in court.

Dairy Products Specialist 2: under the supervision of the Dairy Industry Manager (Milk Control), supervises and directs Dairy Products Specialists 1 and regional staff in inspection, rating, auditing, and investigation activities; administers the inspection program in an assigned multi-county area of the State; participates in and/or personally supervises difficult inspections and investigations; assists in planning and conducting training programs; directs and coordinates regional implementation of the Hazard Analysis Critical Control Points Program and Food Safety Modernization Act (FSMA) Program; evaluates program effectiveness and progress; makes recommendations for program revision/improvement; provides technical expertise and interpretation of regulations to ensure uniform application of State and federal laws, regulations and

policies; responds to inquiries from supervisor, division management, executive staff, public, business and civic organizations, and federal and State governmental agencies; and may implement one or more Statewide programs relating to the dairy industry; coordinates central office activities related to transfer/training, compliance, and enforcement; may serve as the Interstate Milk Shippers Program Supervisor/FSMA One Dairy Products Specialist 2 functions as the Bureau Compliance Officer by coordinating, administering and enforcing the Bureau's Statewide Sampling, Labeling, Complaint and Adulterated Milk Programs.

Dairy Industry Services Manager (Milk Control) And Dairy Industry Services Manager: under the supervision of the Director Dairy Industry Services, plans, coordinates, manages and evaluates programs and staff in either the Bureau of Milk Control or the Bureau of Dairy Services; supervises and assigns work; provides guidance, technical supervision and consultation in the performance of the staff's duties; evaluates work performance and trains staff; prepares and reviews material related to regulatory activities; confers with the Director on Bureau activities and provides reports and recommendations; represents the Bureau with respect to its programs and in establishing relationships with milk producers, trade, governmental and related groups; and represents the Division at meetings, conferences and functions involving the dairy industry.

Assistant Director Dairy Industry Services: assists with administrative procedures and operations related to financial and personnel matters; assists the Director in meeting the objectives and goals for the Division; maintains effective communications with all regulated parties and industry stakeholders; provides technical guidance and science-based decision-making in the event of a potential public health issue related to milk and dairy products; serves as the key person responsible for the Division's enforcement program to assure compliance with the Agriculture and Markets Law and with its rules and regulations; advises the Director of technological developments which may have a direct impact on the dairy industry; coordinates with the Department's producer inspection program to assure proper payment to farmers and to prevent the sale of adulterated milk; presides at Division conferences (informal hearings) held with milk plant operators or other licensed personnel to discuss their deficiencies and recommends action to be taken to the Director thereafter; administratively supervises staff.

Director Dairy Industry Services: exercises overall direction and supervision of the programs and activities of the Division; develops policies and programs for carrying out the objectives and goals of the program; reviews and evaluates the effectiveness of Department policies and programs relating to the dairy industry including all aspects of milk and milk product sanitation from dairy farms through processing plants and recommends changes as appropriate; develops policy positions relative to dairy industry and regulations for consideration by executive staff; reviews or drafts appropriate legislative proposals and reviews proposed legislation affecting the dairy industry; directs inspection and sampling programs applicable to dairy farms and all types of dairy plants; directs the collection and evaluation of inspection reports and sampling data; oversees office organization, personnel, employee discipline and counseling, and budgeting; identifies and initiates investigations and takes or recommends actions as a result of the

findings of such inquiries; sets policy and establishes administrative structure within the Division to conduct hearings on dealer licensing, enforcement actions and promulgation or amendment of rules and orders; directs the drafting of determinations and final orders for action by the Commissioner and initiates other types of enforcement procedures; develops and maintains effective communications with leadership of all segments of agriculture and related industries, with university researchers and with officials in federal and State governments; serves as spokesperson for the Department on dairy policy; and advises and assists the Commissioner and Deputy Commissioner in all issues involving the dairy industry.

Minimum Qualifications

Dairy Products Specialist 1

Open Competitive: Six years of experience* in dairy products inspection, milk or food plant production, or conducting public health inspections to determine compliance with federal, state, or local public health laws, regulations, and established public health standards.

Dairy Products Specialist 2

Promotion: one year of permanent competitive service as a Dairy Products Specialist 1.

Dairy Industry Services Manager (Milk Control)

Promotion: one year of permanent competitive service as a Dairy Products Specialist 2 or Dairy Products Specialist 2 (Diary Equipment).

Dairy Industry Services Manager

Promotion: one year of permanent competitive service as an Associate Auditor or Associate Economist.

Assistant Director Dairy Industry Services

Promotion: one year of permanent competitive service as a Dairy Industry Services Manager or Dairy Industry Services Manager (Milk Control).

Director Dairy Industry Services

Promotion: one year of permanent competitive service as Assistant Director Dairy Industry Services.

Non-competitive: Eleven years of experience* in formulating and administering milk marketing orders and dairy promotion orders; developing market statistics and research for policy guidance; devising accounting and reporting procedures; and conducting research on issues in the dairy industry and analysis of competitive market and milk pricing practices; or in managing a major program involving the inspection and regulation of milk or milk products, which includes the manufacturing, processing and/or storage of these products. Two years of experience must have been at a managerial level.

*Substitutions: Associate degree may substitute for two years of specialized experience; bachelor's degree may substitute for four years of specialized experience; master's degree may substitute five years of specialized experience; J.D. may substitute for six years of specialized experience; PhD may substitute for seven years of specialized experience.

Note: Classification Standards illustrate the nature, extent and scope of duties and responsibilities of the classes they describe. Standards cannot and do not include all of the work that might be appropriately performed by a class. The minimum qualifications above are those which were required for appointment at the time the Classification Standard was written. Please contact the Division of Staffing Services for current information on minimum qualification requirements for appointment or examination.

Date: 9/2026

GAR

Parenthetic Attachment

Dairy Products Specialist 2 (Dairy Equipment): one-position class, non-supervisory; specialist in the design, construction, installation and operation of milk handling equipment used on dairy farms, in dairy processing plants, or associated milk transportation systems; provide high level technical expertise and instruction to Dairy Products Specialists; and serve on selected State, federal and national-level committees.

Promotion: one year of permanent competitive service as a Dairy Products Specialist 1.