

# Office of Regulatory Affairs (ORA) Consumer Safety Officer GS-0696-7/12

*Ensuring the Safe Goods Manufacturing of All FDA Regulated Products*



You want to  
make a difference.

# FDA wants to hire you.

## Consumer Safety Officer

- As a Consumer Safety Officer (CSO), you will be responsible for conducting inspections and investigations in an industry regulated by the Food and Drug Administration and submitting written computer-generated reports accompanied by supporting evidence documenting violations of the laws that we enforce.
- CSOs routinely examine products covering six primary areas: pharmaceuticals, medical devices, human and animal foods, biologics, bioresearch monitoring, and imports to ensure compliance with U.S. law. This includes imported products at ports of entry around the country.
- FDA works closely with our U.S. Customs and Border Protection counterparts to cover ports of entry along with nine International Mail Facilities (IMF). In some districts, a CSO assigned to import operations may be trained/assigned to one of the United States border locations or IMF.

## FDA CSOs add value by:

- Investigating complaints of injury, illness, or death caused by an FDA-regulated product.
- Initiating actions against violators.
- Advising industry, state and local officials and consumers on enforcement policies, methods, and interpretation of regulations.
- Planning and directing regulatory programs.
- Developing inspection procedures and techniques.
- Coordinating the review process of New Drug Applications (NDAs).

## CSO Qualifications

- A bachelor's or graduate/higher level degree in quality assurance or a related degree that includes at least 30 semester hours in one or a combination of the following: consumer laws, biological sciences, food science, chemistry, pharmacy, physical sciences, food technology, nutrition, medical science, engineering, epidemiology, veterinary medical science, legal investigations, law enforcement, or related scientific fields that provided knowledge directly related to consumer safety officer work.
- The 30 semester hours may include up to 8 semester hours in statistics, or course work that included the principles, theory, or practical application of computers or computer programming or
- A combination of education and experience--courses consisting of at least 30 semester hours in the fields of study described in the information above, plus appropriate experience or additional education.
- Position requires travel up to 50% of the time, and a driver's license. Successful candidates should have the ability to travel by car, air, and internationally if needed.

## CSO Salary (Grade) Levels

Consumer Safety Officer positions are most commonly filled at the federal General Schedule (GS) grade levels GS-5 through 13 at the headquarters level and GS-5 through 11 at the field level. To qualify for higher-graded positions, candidates must have additional specialized experience or directly related education. The amount of additional experience or education required depends on the grade of the position. For a list of GS-grade salaries go to [www.OPM.gov](http://www.OPM.gov).

## Department of Health and Human Services (DHHS)

Become a part of the Department that touches the lives of every American. At the [Department of Health and Human Services \(HHS\)](http://www.hhs.gov) you can give back to your community, state, and country, by making a difference in the lives of Americans everywhere!

## US Food and Drug Administration (FDA)

The HHS Food and Drug Administration (FDA) has been recognized as one of the Federal Government's best places to work. The FDA is responsible for protecting the public health by ensuring the safety, efficacy, and security of human and veterinary drugs, biological products, and medical devices; and by ensuring the safety of our nation's food supply, cosmetics, and products that emit radiation.

## FDA Work Life Balance

While making an impact at ORA, additional benefits include: ten paid federal holidays, paid annual leave, sick leave, flexible work schedules, affordable healthcare and insurance, attractive retirement programs, mentoring programs, paid training and professional development tools and resources.

## Office of Regulatory Affairs (ORA)

The Office of Regulatory Affairs, which includes virtually all the field offices of FDA as well as a significant presence in the Washington DC Metropolitan area, serves as the traditional eyes and ears of the agency through its network of investigators and laboratory analysts. ORA works closely with each of the FDA Centers and with other components of the agency to enforce the laws that protect and advance the public health. ORA protects consumers by maximizing compliance of FDA-regulated products and minimizing risk associated with those products. More than 5,000 ORA professionals work in a range of program areas and locations in 227 offices and 13 laboratories throughout the United States every day to maximize compliance of regulated products and to minimize public health risk. ORA regulates more than 135,000 business establishments that annually produce, warehouse, import, and transport \$1 trillion worth of consumer goods. More information about ORA and how to apply for ORA positions can be found at [www.fda.gov/ora](http://www.fda.gov/ora).

## Where to Find Jobs & How to Apply

Go to [www.USAJobs.gov](http://www.USAJobs.gov) and create a profile to upload or build your resume. Type "FDA ORA" in the search bar and your preferred job location (city and state). Apply for available Consumer Safety Officer positions and submit your application. Your resume will be reviewed by our Human Resources Specialists. This review process could take up to 60 days or longer. You can check the Status of your applications at [www.USAJobs.gov](http://www.USAJobs.gov) after signing in to your account and clicking on "My Applications." Current jobs are also listed at [www.fda.gov/orajobs](http://www.fda.gov/orajobs). Check this page often for updates!



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