

CODE ENFORCEMENT OFFICER

Approved: July 2016

FLSA: Non-exempt

Unit: SEIU



Definition
Under general supervision, performs a variety of routine to complex technical and public contact duties to maintain a quality standard of living in the City, including the identification, investigation, and correction of violations of the City's municipal, building, zoning, signage, abatement, and public nuisance codes. Investigates citizen complaints of public nuisances and quality of life issues and seeks voluntary compliance or issues citations. Initiates abatement procedures and performs related work as required.
Supervision received and exercised
Receives general supervision from an assigned Police Sergeant. Exercises no supervision of staff.
Class characteristics
This is a journey-level class that performs the full range of duties related to inspection and compliance activities required to ensure compliance with the City's municipal, building, zoning, signage, abatement, and public nuisance codes. Responsibilities include the authority to cite violators and initiate court proceedings for compliance. Successful performance of the work requires the frequent use of tact, discretion, and independent judgment, knowledge of departmental and City activities, and extensive staff, public, and organizational contact. Positions at this level receive only occasional instruction or assistance as new or unusual situations arise and are fully aware of the operating procedures and policies of the work unit.
Examples of typical job functions (illustrative only)
Management reserves the right to add, modify, change, or rescind the work assignments of different positions and to make reasonable accommodations so that qualified employees can perform the essential functions of the job. <ul style="list-style-type: none">• Receives, records, and investigates complaints from the public and staff regarding violations of municipal, building, and zoning codes, ordinances, housing standards, and health and safety regulations; documents violations by securing photographs and other pertinent data; researches ownership records, prior complaints, municipal codes and ordinances, and State regulations to establish whether a violation has occurred.• Initiates contacts with residents, business representatives, and other parties to explain the nature of incurred violations and to encourage compliance with municipal codes, ordinances, and community standards; initiates abatement of dangerous properties and vector control issues of vacant properties; provides confirmation to the public by telephone and in person regarding code regulations.• Prepares and issues notices of violation or noncompliance, final notices, and misdemeanor citations and other correspondence according to applicable codes and regulations; issues letters to property owners notifying them of violation; as appropriate, affixes a notice of violation on property to abate fire and public safety hazards and public nuisances.• Meets with City planning, building, engineering, police, and public works staff and legal counsel regarding complaints; coordinates activities with other City personnel and departments.• Coordinates and conducts follow-up abatement procedures including the preparation of additional correspondence, site visits, and communication with property owners and attorneys; conducts follow-up investigations to ensure compliance with applicable codes and ordinances; prepares non-compliance cases for legal action; presents testimony at hearings.• Makes drive-by or on-site inspections of residential, industrial, and/or commercial areas; notes possible violations at other property sites during the course of field investigations.• Provides information to violators, the general public, business community, and other government agencies regarding codes, laws, and ordinances; responds to questions, complaints, and inquiries.• Maintains files, databases, and records related to citations and violations; prepares a variety of written reports, memoranda, and correspondence.• Performs other duties as assigned.
Qualifications
Knowledge of <ul style="list-style-type: none">• Principles, practices, methods, and techniques of code violation investigation and compliance.• Methods and procedures used in code compliance including citation issuance procedures, methods used to obtain various types of inspection warrants, and principles used to prepare legal documents.• Practices for documenting inspections, correcting violations, and carrying through on court procedures.• Basic requirements of zoning and related codes, ordinances, and regulations.

- Applicable Federal, State, and local laws, rules, regulations, ordinances, and organizational policies and procedures relevant to assigned area of responsibility.
- Legal descriptions and boundary maps of real property and legal terminology as used in code compliance.
- Occupational hazards and standard safety practices necessary in the area of code compliance.
- Research and reporting methods, techniques, and procedures.
- Principles and procedures of record-keeping, technical report writing, and preparation of correspondence and presentations.
- Safety equipment and practices related to the work, including safe driving rules and practices.
- Modern office practices, methods, and computer equipment and applications related to the work.
- English usage, spelling, vocabulary, grammar, and punctuation.
- Techniques for effectively representing the City in contacts with governmental agencies, community groups, various business, professional, educational and regulatory organizations, and with property owners, developers, contractors, and the public.
- Techniques for providing a high level of customer service by effectively dealing with the public, vendors, contractors, and City staff.

Ability to

- Explain codes and regulations to property owners, residents, and others.
- Interpret, apply, explain, and ensure compliance with applicable Federal, State, and local laws, rules, regulations, policies and procedures.
- Understand and explain occupational hazards and standard safety practices related to code compliance.
- Identify and respond to issues and concerns of management, City government, a variety of professional groups, commissions, and committees, and the general public.
- Effectively represent the department and the City in meetings with governmental agencies, community groups, and various businesses, professional, and regulatory organizations and in meetings with individuals.
- Respond to inquiries, complaints, and requests for service in a fair, tactful, and timely manner.
- Prepare clear and concise reports, correspondence, and other written materials.
- Maintain accurate logs, records, and basic written records of work performed.
- Make accurate arithmetic, financial, and statistical computations.
- Organize own work, set priorities, and meet critical time deadlines.
- Operate office equipment and computer applications related to the work.
- Use English effectively to communicate in person, over the telephone, and in writing.
- Use tact, initiative, prudence and independent judgment within general policy, procedural and legal guidelines.
- Establish, maintain, and foster positive and effective working relationships with those contacted in the course of work.

Education and experience

Any combination of training and experience that would provide the required knowledge, skills, and abilities is qualifying. A typical way to obtain the required qualifications would be:

- Equivalent to the completion of the twelfth (12th) grade supplemented by two (2) years of college-level coursework or technical training in code compliance, building inspection, housing, or a related field.
- Two (2) years of increasingly responsible municipal code compliance experience.

Licenses and certifications

- Possession of, or ability to obtain, a valid California Driver's License by time of appointment.
- Possession of a Code Enforcement Certification from the American Association of Code Enforcement is desirable.

Physical demands

Must possess mobility to work in a standard office setting and use standard office equipment, including a computer; to inspect various City sites, including traversing uneven terrain, climbing ladders, stairs, and other temporary or construction access points; to attend meetings and to operate a motor vehicle; vision to read printed materials and a computer screen, and make inspections; and hearing and speech to communicate in person, before groups, and over the telephone. This is partially a sedentary office and partially a field operations classification; frequent standing and walking between work areas is required. Finger dexterity is needed to access, enter, and retrieve data using a computer keyboard or calculator and to operate standard office equipment. Positions in this classification occasionally bend, stoop, kneel, reach, push, and pull drawers open and closed to retrieve and file information. Employees must possess the ability to lift, carry, push, and pull materials and objects weighing up to 40 pounds.

Environmental elements

Employees work partially in an office environment with moderate noise levels and controlled temperature conditions, and partially in the field and are occasionally exposed to loud noise levels, cold and hot temperatures, inclement weather conditions, road hazards, vibration, and hazardous physical substances and fumes. Employees may interact with upset staff and/or public and private representatives and contractors in interpreting and enforcing departmental policies and procedures.