

SENIOR CODE ENFORCEMENT OFFICER

*Class specifications are intended to present a descriptive list of the range of duties performed by employees in the class. Specifications are **not** intended to reflect all duties performed within the job.*

SUMMARY DESCRIPTION

Under direction, supervises, assigns, reviews and participates in the operations and activities of assigned staff within code enforcement, which may include general code enforcement, or enforcement of specialized areas such as mobile home parks and business licensing; oversees and participates in the investigation and initiation of procedures to abate violations and obtain compliance; serves as a resource and provides information on City regulations to property owners, residents, businesses, the general public, and other City departments and divisions; ensures work quality and adherence to established policies and procedures; and performs the more technical and complex tasks relative to assigned area of responsibility.

REPRESENTATIVE DUTIES

The following duties are typical for this classification. Incumbents may not perform all of the listed duties and/or may be required to perform additional or different duties from those set forth below to address business needs and changing business practices.

- Plans, prioritizes, assigns, supervises, reviews, evaluates, and participates in the work of staff responsible for the implementation of the City's code enforcement program including monitoring and enforcing a variety of applicable ordinances, codes, and regulations; performs the most complex work of the unit including the more sensitive cases; handles special projects as assigned; oversees the day-to-day operations of the unit in the absence of the division manager.
- Establishes schedules and methods for providing code enforcement services; identifies resource needs; reviews needs with appropriate management staff; allocates resources accordingly.
- Participates in the selection of code enforcement staff; provides or coordinates staff training in areas of work including proper code inspection and investigation methods, procedures, and techniques.
- Verifies the work of assigned employees for accuracy, proper work methods, techniques, and compliance with applicable standards and specifications; ensures adherence to safe work practices and procedures; evaluates employee performance; meets with employees to discuss evaluations and correct deficiencies; implements discipline procedures.
- Participates in the full range of Code Enforcement Officer duties; assists other Officers with field inspections; enforces compliance with City regulations and ordinances including those pertaining to land use matters, building, housing, health and safety, property maintenance, mobile home parks, and other matters of public concern.
- Maintains accurate documentation on all assigned cases; establishes and maintains a case management system.
- Prepares and provides documentation and evidence in support of legal actions taken by the City; appears in court as necessary; testifies at hearings and in court proceedings as required.
- Prepares a variety of written reports, memos, and correspondence related to enforcement activities.
- Organizes, supervises, and participates in proactive enforcement sweeps of targeted areas to identify and evaluate problem areas and/or ordinance violations; conducts property inspections; determines proper method to resolve violations.

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- Attends meetings and serves as a resource to other City departments, divisions, the general public, community groups, and outside agencies related to assigned area; works cooperatively with other departments regarding issues related to assigned area; works cooperatively with local, state, and federal agencies including social services agencies to provide resources and enforcement to the community; interprets and explains municipal codes and ordinances to members of the general public, contractors, business owners, and other interested groups in the field, over the counter, and on the telephone.
- Responds to citizen complaints by phone, through the mail, and in person regarding enforcement procedures, ordinances, and staff.
- Assists in the collection of administrative fines assessed via administrative citations.
- Attends and participates in professional group meetings; maintains awareness of new trends and developments in the field of code enforcement; incorporates new developments as appropriate into programs.
- Performs related duties as required.

QUALIFICATIONS

The following generally describes the knowledge and ability required to enter the job and/or be learned within a short period of time in order to successfully perform the assigned duties.

Knowledge of:

Operations, services, and activities of a municipal code compliance program.

Principles of supervision, training, and performance evaluation.

Pertinent codes, ordinances, laws, and regulations.

Procedures involved in the enforcement of codes and regulations including research methods and techniques.

Principles and practices of conducting and documenting field investigations.

City services and organizational structure as they relate to code compliance.

Legal actions applicable to code enforcement compliance.

Principles and practices of customer service and public relations.

Principles and procedures of record keeping and filing.

Methods and techniques used in the preparation of business correspondence and technical reports.

Modern office procedures, methods, and equipment including computers and supporting word processing, database, and spreadsheet applications.

Operating characteristics of communication devices including portable radios and wireless phones.

Occupational hazards and standard safety practices including personal safety practices when in confrontational encounters with the public.

Geographic features and locations within the area served.

Effective communication techniques required for gathering, evaluating, and transmitting information.

Mathematical principles for purposes of reading plans and maps.

English usage, spelling, grammar and punctuation.

Ability to:

Coordinate and direct assigned functions and activities.

Supervise, organize, and review the work of assigned staff.

Select, train, and evaluate staff.

Understand all duties of assigned staff.

Recommend and implement goals, objectives, policies, and procedures for providing code enforcement services and activities.

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Participate in the preparation and administration of assigned budgets.
Plan and organize work to meet changing priorities and deadlines; recognize and implement priorities.
Understand the organization and operation of the City and of outside agencies as necessary to assume assigned responsibilities.
Read, understand, interpret, apply, and explain general and specific administrative and departmental policies and procedures as well as applicable federal, state, and local policies, laws, and regulations including codes, ordinances, regulations, policies, and procedures related to zoning, nuisance abatement, and health and safety issues.
Independently perform the most difficult duties of the unit.
Enforce pertinent codes, ordinances, laws, and regulations with impartiality and efficiency.
Investigate complaints and mediate resolutions in a timely and tactful manner.
Work in potentially confrontational settings and use accepted and appropriate techniques to ensure officer safety.
Defuse potentially dangerous and confrontational encounters with the public.
Represent the City in a professional manner and deal effectively with the public to gain their cooperation in resolving problems and concerns.
Research, compile, and collect data.
Prepare accurate and detailed documentation of investigation findings.
Prepares and maintain a variety of correspondence, logs, records, and files.
Prepare clear and concise technical reports.
Read and interpret legal documents and descriptions.
Read and interpret basic construction drawings and site plans.
Read maps.
Make oral presentations and testify in court
Work independently in the absence of supervision.
Operate and use modern office equipment including a computer and various software packages.
Operate communication devices including portable radios and wireless phones.
Type and enter data accurately at a speed necessary for successful job performance.
Demonstrate an awareness and appreciation of the cultural diversity of the community.
Communicate clearly and concisely, both orally and in writing.
Establish and maintain effective working relationships with those contacted in the course of work.

Education and Experience Guidelines - *Any combination of education and experience that would likely provide the required knowledge and abilities is qualifying. A typical way to obtain the knowledge and abilities would be:*

Education/Training:

Equivalent to the completion of the twelfth grade supplemented by specialized training and/or college level coursework in criminal justice, planning, public administration, law enforcement, construction inspection, or related field.

Experience:

Four years of increasingly responsible code enforcement investigation/inspection experience. Experience enforcing Title 25 Mobile Home Parks Act is highly desirable; supervisory or lead worker experience desirable.

License or Certificate:

Possession of a valid PC 832 certificate.

Possession of an appropriate, valid driver's license.

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Possession of California Association of Code Enforcement Officers Association (CACEO) or equivalent training/education certificates is desirable.

PHYSICAL DEMANDS AND WORKING ENVIRONMENT

The conditions herein are representative of those that must be met by an employee to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential job functions.

Environment: Office and field environment. Exposure to: extreme heat and humidity working outdoors; temperature swings from indoor air-conditioning to outdoors; extreme noise at industrial sites; mechanical and radiation hazards at industrial sites; hazards of electrical wiring; explosive hazards; fumes and odors of gases and exhaust; dust of households, storage spaces and environment; animal and human waste; toxic chemicals and hazardous waste; dissatisfied and potentially hostile individuals. Work schedule is 80-hour work periods, with unscheduled breaks and lunch periods. Overtime may occasionally be required based on workload. Work setting is informal, team-oriented, having variable tasks. Work is frequently fast-paced and high pressure. Work is performed both in the office and in the field at various residential, commercial and public buildings, as well as vacant land.

Physical: Primary functions require sufficient physical ability to work in an office and field environment. CONTINUOUS sitting, reaching below shoulder level, downward flexion of neck. FREQUENT walking, stationary standing, side-to-side turning of neck; transporting objects weighing up to 10 lbs. distances up to one mile; light grasp and finger press and pinch to manipulate office equipment, writing materials and computer keyboard. OCCASIONAL bending, stooping, squatting, climbing, reaching above and at shoulder level, kneeling, pushing/pulling, twisting at waist, upward flexion of neck; lifting objects weighing up to 10 lbs. from below waist to above shoulder level; moderate handling and fine finger dexterity to manipulate equipment; power grasp to handle equipment and materials; twisting wrist to manipulate tools. INFREQUENT crawling, balancing above ground; lifting objects weighing 11-25 lbs. from below waist to above shoulder level and transporting distances up to one mile; lifting objects weighing 26-50 lbs. from below waist to chest level; lifting objects weighing 51-75 lbs. from below waist to waist level; transporting objects weighing 26-50 lbs. distances up to two feet; upper body strength to lift/pull own body weight up into an attic or over a fence.

Vision: See in the normal visual range with or without correction; vision sufficient to observe conditions in performing inspections and investigations, read computer screens and printed documents, and operate vehicles.

Hearing: Hear in the normal audio range with or without correction; ability to hear personal and telephone conversations with citizens; hear alarms and warning devices.

Speaking: Communicate in English, in person and by radio to communicate with both the public and co-workers.

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Johnson & Associates

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