



Code Enforcement Officer

Definition

Under general supervision, performs investigations related to the City's code compliance program, including violations of the City codes. Investigates complaints of public nuisances and quality of life issues and seeks voluntary compliance or issues citations and initiates abatement procedures and performs related work as required.

Supervision Received and Exercised

Receives general supervision from assigned supervisory and managerial staff. Exercises no supervision of staff.

Class Characteristics

This is a fully competent-level class responsible for performing the full range of duties related to inspection and compliance activities required to ensure compliance with the City's 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.

Typical Job Functions

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.

Receives, records, responds to, and investigates complaints from the public and staff regarding violations of municipal, building, and zoning codes and ordinances such as noise, graffiti abatement, property maintenance, animal nuisance, parking enforcement, sign enforcement, and traffic control, documents violations, researches ownership records, prior complaints, municipal codes and ordinances, and state regulations to establish whether a violation has occurred.

Enforces City field and park use policies by interacting with user groups.

Investigates permit and business license violations such as land use, use, and tree removal. Issues permits as appropriate.

Initiates contact with residents, property owners, business representatives, and other parties to explain the nature of incurred violations and to encourage compliance with City codes, ordinances, and community standards.

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.

Prepares and issues notices of violation or noncompliance, final notices, and misdemeanor and parking 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 safety hazards and nuisances.

Meets with City planning, building, engineering, and public works staff, County Sheriff's Department, and legal counsel regarding complaints. Coordinates activities with other departments and jurisdictions.

Coordinates and conducts follow-up abatement procedures including the preparation of additional correspondence, site visits, and communication. Conducts follow-up investigations to ensure compliance with applicable codes and ordinances. Prepares non-compliance cases for legal action. Presents testimony at hearings.

Provides information to violators, the general public, and business, community, and other government agencies regarding codes, laws, and ordinances. Responds to questions, complaints, and inquiries.

Drafts and recommends revisions to City code enforcement policies, procedures, and standards.

Performs a variety of public relations and outreach work related to assigned activities.

Operates and maintains a variety of tools, equipment, and equipment in the enforcement City codes.

Maintains files, databases, and records related to citations and violations. Prepares a variety of written reports, memoranda, and correspondence.

Supports and assists other City staff in investigating code violations and complaints such as environmental program, water waste, tree/foilage, fire damage, nonconforming home occupations, and other public works, planning, and building code violations and complaints.

Performs other duties as assigned.

Qualifications

Knowledge of:

Principles, practices, methods, and techniques of code violation investigation and compliance.

Methods and procedures used in code compliance including citation issuance procedures.

Practices for documenting inspections, correcting violations, and carrying through on compliance procedures.

Basic requirements of zoning and related codes, ordinances, and regulations.

Applicable federal, state, and local laws, rules, regulations, ordinances, standards, and procedures relevant to code enforcement.

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 report writing methods, techniques, and procedures.

Principles and procedures of record-keeping and preparation of correspondence and presentations. Safe work practices, including safe driving rules and practices.

Modern office practices, methods, and radio and computer equipment and applications related to the work.

English usage, grammar, spelling, vocabulary, and punctuation.

Techniques for effectively representing the City in contacts with governmental agencies, community groups, various business, professional, 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:

Interpret, explain, and enforce codes and regulations, identify and respond to issues and concerns of the public, City staff, and other stakeholders.

Investigate and document violations, determine and implement an appropriate course of action including, but not limited to issuing warnings and/or citations.

Interpret, apply, explain, and ensure compliance with applicable federal, state, and local laws, rules, regulations, policies and procedures.

Respond to inquiries, complaints, and requests for service in a fair, tactful, and timely manner.

Effectively represent the City in meetings with governmental agencies, community groups, and various businesses, professional, and regulatory organizations and in meetings with individuals.

Prepare clear and concise reports, correspondence, and other written materials.

Maintain accurate logs, records, and written records of work performed.

Safely and effectively use and operate tools, equipment, and vehicles required for the work.

Organize own work, set priorities, and meet critical time deadlines.

Operate modern office equipment including computer and radio equipment and specialized software applications programs.

Use English effectively to communicate in person, over the telephone, and in writing.

Use tact, initiative, prudence, and independent judgment within general policy and legal guidelines in politically sensitive situations.

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 some college-level coursework or technical training in code compliance and 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 valid California Penal Code 832 certificate.

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. Hearing and speech to communicate in person, before groups, and over the telephone or radio. This is partially an office and partially a field operations classification. Standing for prolonged periods of time and frequent 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 bend, stoop, kneel, reach, and climb to perform work. Employees must possess the ability to lift, carry, push, and pull materials and objects weighing up to 50 pounds, or heavier weights with the use of proper equipment.

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.

Working Conditions

May be required to work various shifts on emergencies on evenings, weekends, and holidays.

FLSA: Non-exempt
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