

## **CODE ENFORCEMENT OFFICER**

### **DEFINITION**

Under general supervision, performs a variety of routine to complex technical and public contact duties related to the City's code enforcement program, including the identification, investigation, and correction of violations of the City's municipal, zoning, housing, development, and signage codes; investigates citizen 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 the Planning and Building Services Director or a Senior Planner. Exercises no direct supervision of staff.

### **CLASS CHARACTERISTICS**

This is the 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, zoning, housing, development, and signage 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 rights to add, modify, change, or rescind the work assignments of different positions and to make reasonable accommodations where appropriate so that qualified employees can perform the essential functions of the job.*

- 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 obtain compliance with municipal codes, ordinances, and community standards; initiates abatement of dangerous issues; provides confirmation regarding code regulations to the public by telephone and in person.
- 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 public safety hazards and nuisances.
- Meets with City planning, building, engineering, parks & recreation, police, and public works staff and legal counsel regarding complaints; coordinates activities with other Planning and Building Services departmental personnel and other City 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.
- Drafts and recommends revisions to City code enforcement policies, procedures, and standards.
- Participates in recommending, developing, and administering policies, procedures, and projects to ensure efficient and effective code enforcement activities in compliance with City guidelines, standards, goals, and objectives.
- Performs a variety of public relations and outreach work related to assigned activities.
- 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:**

- Principles, practices, methods, and techniques of code violation investigation and compliance.
- Methods and procedures used in Code Enforcement 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, codes, and regulations and administrative and departmental policies.
- Legal descriptions and boundary maps of real property and legal terminology as used in Code Enforcement.
- Occupational hazards and standard safety practices necessary in the area of Code Enforcement.
- 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, computer equipment and computer applications.
- 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 dealing with and solving the problems presented by a variety of individuals from various socio-economic, cultural, and ethnic backgrounds, in person and over the telephone.
- 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.
- Analyze, interpret, apply, and enforce applicable Federal, State, and local policies, procedures, laws, regulations, codes, and departmental policies.

- Understand and explain occupational hazards and standard safety practices related to Code Enforcement.
- 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.
- Make accurate arithmetic, financial, and statistical computations.
- Organize and prioritize a variety of projects and multiple tasks in an effective and timely manner; organize own work, set priorities and meet critical time deadlines.
- Operate modern office equipment including computer 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, 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, which 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 (12<sup>th</sup>) grade supplemented by college level courses in public relations, public administration, or other field related to municipal code enforcement. Experience (two to three years) in code or law enforcement, planning, or a closely related field that involved field investigative work ,public contact, and the interpretation and application of laws and rules, or any equivalent combination of training and experience that provides the knowledge, skills and abilities listed above.

**Licenses and Certifications:**

- Possession of, or ability to obtain, a valid California Driver’s License by time of appointment.
- Possession of or ability to obtain a California PC832 certificate.
- California Code Enforcement Certification, within 12 months of appointment.

**PHYSICAL DEMANDS**

Must possess mobility to work in a standard office setting and use standard office equipment, including a computer; to inspect various City facilities and work sites; and to operate a motor vehicle and to visit various City and meeting sites; vision to read printed materials and a computer screen; and hearing and speech to communicate in person, before groups, and over the telephone. 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 25 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.

**WORKING CONDITIONS**

May be required to work a varied schedule of hours, which may include evenings, and/or weekends.

**An occupational medical pre-employment physical exam is required.**