



JOB DESCRIPTION

Code Enforcement Officer

Date Prepared: **October 8, 2013**

SUMMARY: Under close supervision, investigates complaints generated by City residents and agencies regarding housing, residential/commercial building, land use, zoning, businesses, and other property complaints; This position will split time between public counter, phone, email inquiries, and other administrative support tasks conducted in an office and working in the field investigating enforcement cases.

ESSENTIAL FUNCTIONS: -- *Essential functions, as defined under the Americans with Disabilities Act, may include any of the following representative duties, knowledge, and skills. This is not a comprehensive listing of all functions and duties performed by incumbents of this class; employees may be assigned duties which are not listed below; reasonable accommodations will be made as required. The job description does not constitute an employment agreement and is subject to change at any time by the employer. Essential duties and responsibilities may include, but are not limited to, the following:*

- Receive, explain, and process new complaints and inquiries submitted by residents, City Departments, and other outside agencies in person, by phone, in writing, or by email.
- Provide case management and customer service on behalf of the investigating Code Enforcement Officer by responding to various inquiries and processing various administrative and fiscal functions.
- Research property ownership, land characteristics, occupancy status, and approved land uses utilizing internal and external data systems, internet resources and the County Sheriff's information systems and staff.
- Conduct regulatory compliance inspections pertaining to various City and State codes and issues notices of violation and/or citations.
- Make court appearances; provide testimony in arraignments and trials as a case agent on behalf of the City.
- Participate in planning, coordinating, and executing demolitions, cleanups, waste tire collection tasks, and other abatement actions.
- Manage a case load requiring the ability to multi-task, prioritize, plan, and manage time to meet deadlines.

MINIMUM QUALIFICATIONS:

Education, Training and Experience Guidelines:

High school diploma or GED equivalent AND two years code enforcement field experience OR similar enforcement experience in a private industry; OR an Associate Degree.

Knowledge of:

- City ordinances, rules, policies, procedures, and work methods regarding zoning, property complaints, environmental crimes, health and safety, business licensing, waste tires, grease traps, housing, parking, and criminal conduct.
- Procedures pertaining to search, seizure, and private property inspections.
- General provisions of housing, building, property maintenance codes and other adopted codes.
- Methods of regulatory inspections and investigation commonly used by a regulatory agency.
- Regulations, laws, and requirements for courtroom testimony and evidence documentation.

- Principles and best practices regarding case management.
- Basic terminology used in interpreting the building codes and zoning regulations.

Skill in:

- Provide efficient customer service and communicating clearly and objectively both verbally and in writing.
- Organize and prioritize work and exercise independent judgment, wisdom, common sense, and initiative.
- Thoroughly carry out oral and written instructions.
- Define and explain a variety of complex City and State codes to the public with courtesy and tact.
- Provide specific facts and information to residents to assist them with compliance.
- Understand and read a variety of maps and legal property descriptions.
- Manage situations requiring diplomacy, tact, fairness, firmness, and sound judgment.
- Investigate local code violations and other complaints.
- Operate hand and power tools and equipment.
- Establish and maintaining cooperative working relationships with managers, supervisors, employees, businesses, contractors, external public and private agencies, and the general public.
- Effectively operate a personal computer and various software applications.

LICENSE AND CERTIFICATION REQUIREMENTS:

- Must possess a valid California Class “C” driver’s license.
- Within twelve months of employment, must possess or be able to obtain:
 - California Peace Officer Standards and Training PC 832 certification (P.O.S.T. PC 832).
 - P.O.S.T. certified, Asp baton certification.
 - P.O.S.T. certified, OC pepper spray certification.
 - Basic Code Enforcement Officer certification from either the California Association of Code Enforcement Officers (CACEO) or the International Code Council (ICC).

PHYSICAL DEMANDS AND WORKING ENVIRONMENT:

Work is performed in an office and outdoor work environment. May be required to perform frequent bending, twisting and stooping motions. May be required to lift and carry items weighing up to 50 pounds. May be exposed to dust, extreme noise levels, dangerous machinery, extreme weather conditions, hazardous chemicals, and infectious diseases. Must be able to work long hours as needed and may be required to work holidays, weekends, and evening hours as assigned.