



JOB DESCRIPTION

Code Enforcement Officer II

Date Prepared: January, 2016

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; performs other related duties, as required.

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, the County Sheriff's information systems, and staff.
- Conduct regulatory compliance inspections pertaining to various city and state codes and issue 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.
- Conduct regulatory compliance pertaining to the City's Fat, Oil, and Grease (FOG) program through enforcement of city and state codes, permitting, facility inspections, monitor industry FOG best management practices and coordinate abatement of public nuisances related to FOG.

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's 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, general city sewer system maintenance operations, housing, parking, and criminal conduct.
- Procedures pertaining to search, seizure, and private property inspections.
- General provisions of housing, building, fat, oils, and grease maintenance regulations, 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:

- Providing efficient customer service and communicating clearly and objectively both verbally and in writing.
- Organizing and prioritizing work and exercising independent judgment, wisdom, common sense, and initiative.
- Thoroughly carrying out oral and written instructions.
- Defining and explaining a variety of complex city and state codes to the public with courtesy and tact.
- Providing specific facts and information to residents to assist them with compliance.
- Understanding and reading a variety of maps and legal property descriptions.
- Managing situations requiring diplomacy, tact, fairness, firmness, and sound judgment.
- Investigating local code violations and other complaints.
- Investigating fat, oil, and grease related sanitary sewer overflows.
- Operating hand and power tools and equipment.
- Effectively operate a personal computer and various software applications.
- Establishing and maintaining cooperative working relationships with managers, supervisors, employees, businesses, contractors, external public and private agencies, and the general public.

LICENSE AND CERTIFICATION REQUIREMENTS:

- Must possess a valid California Class "C" driver's license upon hire and maintain throughout the length of employment with the City of Victorville.
- 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 both an indoor and outdoor environment. May be exposed to extreme weather conditions. Incumbent must have the mobility to visit City job sites on a regular basis. Visits to job sites include exposure to dust, extreme hot and cold temperatures and noise. Physical demands consist of frequent standing, climbing, walking, lifting, bending, or stooping. May be required to lift and carry items weighing up to 50 pounds. Incumbent must be able to see and hear in the normal range with or without correction, and communicate both verbally and in written form with great facility and be understood. Incumbent must have the stamina to work long hours and overtime, if assigned, and must be willing to work an irregular schedule, which may include weekends, holidays, evenings, and/or varying shifts.

Department Head

Date

Personnel Officer

Date