



JOB DESCRIPTION

Code Compliance Technician

Date Prepared: July, 2021

SUMMARY: Under close supervision, categorizes, and processes a variety of public nuisance complaints, performs complex technical and fiscal duties including research, database management and recordkeeping work for all the city compliance programs; performs related duties, as assigned.

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, categorize, prioritize, and process complaints and inquiries submitted by residents, businesses, City departments, and other outside agencies in person, by phone, through electronic system submission or by email.
- Provide technical and procedural enforcement information relating to City code and reference state code relating to land use, housing, and public nuisances.
- Provide responsible case management support, property research and customer service by responding to various resident and business inquiries and completing various administrative tasks which include: issuance of compliance extensions, processing public records requests, proper filing of case and court related documents, explanation of nuisance abatement protocols, issuance of related grease, and rental licenses.
- Provide support to proactive code enforcement field operations.
- Perform complex fiscal tasks such as calculation of related enforcement and abatement expenses, track outstanding enforcement debt.
- Receive and process evidence that may be used in investigations, including affidavits, photographic evidence, applications, and appeals.
- Process property pay off demands, issued fines, and process property tax liens, and lien withdrawals.
- Research and verify property ownership, licensing, building permit, land use permit, building occupancy status, research property characteristics and basic zoning land uses utilizing internal and external data systems and internet resources.
- Coordinate, prepare, and assist with nuisance abatement and administrative appeal hearings.
- Provide information to residents relating to services available within other city departments and by other related county, state, and federal agencies.
- Assist in the design and production of technical information and brochures.
- Utilizes a variety of computer software programs competently.
- May serve as back up to other Community Development Department Divisions including Animal Control

MINIMUM QUALIFICATIONS:

Education, Training and Experience Guidelines:

High school diploma or GED equivalent, supplemented by 30 college semester units in a related field AND three years of related experience in an administrative support role performing complex, technical duties involving considerable independent judgment with special projects or assignments, and usage of computer software and database programs. An additional 30 college semester units may substitute for one year of experience.

LICENSE AND CERTIFICATION REQUIREMENTS:

Must possess a minimum of a valid California Class "C" driver's license upon hire and maintain throughout the length of employment with the City of Victorville.

Knowledge of:

- Basic understanding of City ordinances, rules and policies, nuisance abatement procedures, zoning and land use procedures, business licensing, sanitary grease trap permitting requirements, substandard housing conditions, parking, and other public nuisances.
- Elements of proper English usage, vocabulary, spelling, punctuation, and grammar.
- General provisions of housing, building, property maintenance codes, and other adopted codes.
- Regulations, laws, and requirements for courtroom testimony and evidence documentation.
- Citation appeal procedures.
- Principles and best practices regarding case management.
- Basic terminology used in interpreting building codes and zoning regulations.
- Internal and related external fiscal and case management database systems.
- General service responsibilities of other city departments, county, and state agencies for proper resident referral.
- Common filing methods and procedures of related case and court files.

Skill in:

- Providing excellent and efficient customer service and communicating clearly and objectively both verbally and in writing.
- Using patience, tact, and courtesy in dealing with the public and sensitive reported complaints.
- Organizing and prioritizing work and exercise independent judgment, wisdom, common sense, and initiative.
- Reading, interpreting, and applying information to complex technical materials (i.e., ordinances, contracts, resolutions, grants, rules and regulations).
- Thoroughly carry out oral and written instructions.
- Defining and explaining a variety of complex City and state codes to the public.
- Assessing and determining the customer's needs and refer the customer to the correct department or external agencies.
- 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.
- Establishing and maintaining cooperative working relationships with managers, supervisors, employees, businesses, contractors, external public and private agencies.
- Effectively operating a personal computer and various software applications.

PHYSICAL DEMANDS AND WORKING ENVIRONMENT:

Work is performed in an office and outdoor work environment. Work is performed in person; telecommuting is not permitted. Office may contain a variety of domestic animals, reptiles, avian animals, and static animal displays. May be required to use a stair step system. May be required to perform frequent bending, twisting and stooping motions. May be required to lift and carry items weighing up to 45 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.