



JOB DESCRIPTION (DRAFT)

Enforcement Manager

Date Prepared: August, 2022

SUMMARY: Under general direction of the Code Enforcement Official, the Enforcement Manager position organizes, develops, coordinates, and manages enforcement field and technical support activities and operations of Code Compliance and Animal Care and Control Division personnel engaged in the enforcement of municipal and state codes and policies related to land use, nuisance violations, homeless outreach, housing laws, care, treatment, humane protection and control of animals, and other related state codes and regulatory programs through the use of a variety of local, state, and federal grant programs; adheres to the division's budget, assists with department contracts for providing animal sheltering and treatment activities and nuisance abatement and performs related administrative and program 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:*

- Manage Code Compliance and Animal Care and Control field and administrative operations supported through assigned divisional supervisors and administrative support to address land use, public nuisances, city permitting, licensing, and nuisances related to animals and street parking.
- Maintain a high level of outstanding customer service standards among department staff ensuring courteous and expeditious customer service delivery to internal and external customers, including fostering positive relationships with community leaders and vendors.
- Develop, modify, and implement policies and procedures to integrate other city division functions and activities to achieve compliance to their specific programs.
- Act as a liaison to local, state, federal agencies and other branches including community organizations represents the division in the areas of policy, planning and committee participation.
- Use City databases, case management software, mobile technology and participation in field inspections to develop and prioritize field and administrative processes and polices, including tasks related to case management, field inspection, abatement actions, court criminal and civil actions, animal containment and licensure compliance, and animal seizure actions, along with the production of statistical and budgetary performance reports.
- Manage a variety of fiscal tasks, including but not limited to divisional revenues and expenditures, animal licensing, property tax liens, cost recovery and service contracts; participate in the development and implementation the department budget.
- Complete Animal Care and Control and Code Compliance case work when needed, including overseeing investigations of animal cruelty, strays, animal bites, and disturbances of the peace by animals, cannabis cultivations, receiverships, and demolition of substandard structures.
- Investigate and research highly sensitive and controversial complaints.
- Address the more difficult and complex problems associated with enforcement of codes, public inquiries, and complaints.
- Develop and implement comprehensive proactive compliance programs related to, but no limited to, public nuisance abatement actions within commercial and residential areas, animal licensure compliance and containment, public education programs focused on the care and responsibility of animals, homeless outreach, and program support.

- Develop, coordinate, implement, and maintain supervisory, field officer and counter technician training standards and requirements related to housing laws, abatement procedures, law enforcement systems and information access, legal updates and officer safety practices, case management, case documentation, animal care and containment; ensure compliance and training units are maintained accordingly.
- Identify related training to further improve department staff service delivery.
- Assist with the application, management, and compliance to a variety of local, state, and federal grants.
- Ensure City compliance with federal, state and local laws involving the care, control, medical treatment, licensing, impounding, sheltering, feeding, quarantine, vaccination, impounding, immunization and disposal of animals.
- Manage City service contracts related to Animal Control, including but not limited to animal sheltering, veterinary services, abatement services, after hours answering service, and disposal of animal carcasses.
- Attend and participate in professional group meetings; stay abreast of new trends and innovations related to the field of animal licensing, enforcement, and care, including legislation, court rulings, and professional practices and techniques.
- Evaluate impacts and recommend policy and procedural modifications accordingly.
- Ensure the application of municipal and state codes and regulations regarding animal control matters.
- Monitor changes in law, regulations and technology that affect Division operations.
- Recommend changes, as necessary and review documents for consistency.
- Complete employee performance reviews, recognizes outstanding performance, and take disciplinary action to address performance deficiencies.
- Assist with the preparation of City Council and Planning Commission staff reports and presentation materials.
- May make verbal and written presentations to City staff, management, City Council, community associations, etc.
- Prepare and appear in court to provide testimony on cases, as required.
- Perform other duties as assigned.

MINIMUM QUALIFICATIONS:

Education, Training and Experience Guidelines:

Bachelor's degree from an accredited college or university with a major in animal science, agricultural science, business or public administration, criminal justice, organizational leadership, health administration or closely related field AND Five (5) years of full-time, of increasingly responsible experience in the administration, management, licensing, or enforcement of local ordinances, or private sector experience performing regulation compliance or investigative work INCLUDING at least two (2) years in a supervisory role.

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.
- California Association of Code Enforcement Officers (CACEO) Basic Code Enforcement certification is preferred.

Must possess or obtain within 18 months of hire:

- Peace Officer Standards and Training (P.O.S.T.) Penal Code 832 – Arrest and Firearms certification.
- National Animal Control Association (NACA) Certification or the California Humane Officer Basic Certification.
- Euthanasia by injection certification from a recognized organization within the State of California.
- CACEO Basic, Intermediate and Advanced Code Enforcement certification.
- Peace Officer Standards and Training (P.O.S.T.) RCB/baton and OC pepper spray certification.
- Peace Officer Standards and Training (P.O.S.T.) Supervisory Course.
- Peace Officer Standards and Training (P.O.S.T.) Crisis Intervention Training (CIT).
- California Peace Officers Standards and Training (P.O.S.T) Report Writing.

- Peace Officer Standards and Training (P.O.S.T.) Crime Prevention Through Environmental Design (CPTED) Basic and Advanced.

Knowledge of:

- City, state, and federal laws.
- Statutes, rules, ordinances, codes, and regulations related to animal control and code enforcement activities.
- Civil and administrative criminal court systems.
- Administrative and criminal enforcement process and procedures.
- Laws of arrest, search, and abatement procedures.
- Principles and practices of management and organizational theory, including planning, organizational design, budget management, business development, project management, organizational effectiveness, and supervisory leadership.
- Principles and practices of employee supervision, discipline, leadership, mentoring, including training, work evaluation, and safe work methods.
- Modern principles and practices of management related to animal services operations.
- Various animal breeds, animal disease, and symptoms.
- Group facilitation and conflict resolution techniques.
- Civil and administrative legal notice requirements and court procedures.
- Safe and efficient methods of handling dogs and other small animals.
- Safety practices in the handling of aggressive animals.
- State housing codes, building codes, business and professional codes, and health and safety codes.
- State code of regulations and penal codes.
- City municipal and land use codes.
- Adopted International property maintenance codes.
- External agency requirements regarding the operation of various business types and required permits/licenses.
- Nuisance abatement methods.
- State and federal regulations regarding grant funding and administration.
- Police Radio usage and related communication practices.
- Proper office procedures, methods, and equipment including the use of computers and applicable software applications such as word processing, spreadsheets, databases, and other specialized applications related to the management of code compliance department case work.

Skill in:

- Managing situations requiring diplomacy, fairness, firmness, and sound judgment.
- Building effective teams and promoting the delivery of outstanding customer service.
- Use of technology including mobile devices and related mobile applications, social media platforms and professional office applications.
- Program development, implementation, management, and evaluation.
- Leading, supervising, training, and evaluating staff.
- Preparing and completing employee performance evaluations.
- Performing budget analysis, preparation, and monitoring.
- Reading and interpreting Victorville Municipal Code.
- Effectively operating a computer and computer software.
- Maintaining organized and accurate records.
- Conflict resolution and problem-solving techniques.
- Communicating clearly and concisely, both verbally and in writing.
- Maintaining a positive attitude.
- Establishing and maintaining effective working relationships with those contacted in the course of work, including City and other government officials, community groups, and the general public.

- Applying safe work practices.

PHYSICAL DEMANDS AND WORKING ENVIRONMENT:

Work is performed in a variety of environmental conditions in an office and outdoor work environment, with exposure to wide temperature variations, fumes, grease, machinery and its moving parts, odors, and dust; work may be performed in vacant buildings and streets or highways. Use of city issued ballistic vest is required. Occasional exposure to hazardous work conditions including contact with snakes, potentially wild, dangerous, and diseased animals. May be required to lift and carry items weighing up to 50 pounds. Other physical exertion including pushing, pulling, running, climbing, crawling, and kneeling is required. Incumbent must be able to see and hear in the normal range with or without correction and have the ability to effectively communicate verbally and in written form. Must be able to wear issued a uniform when needed and use of inspection equipment and comply with the Division's uniform/ appearance standards. Incumbent may be required to respond to emergencies after regular working hours and on weekends and must be willing to work an irregular schedule, which may include holidays, evenings, and/or varying hours, as assigned. Must be able to respond to emergency calls within forty-five (45) minutes.

Department Head

Date

Personnel Officer

Date