

SENIOR COMMUNITY IMPROVEMENT OFFICER

Job descriptions are intended to present a broad and general range of duties which includes, purpose, responsibilities, and scope of work. Job descriptions are not intended to reflect all duties performed within the job.

DEFINITION

Under direction, leads, plans, schedules, oversees, and participates in the more complex and difficult work of staff responsible for performing a variety of technical duties in support of the City's code enforcement programs; ensures completion of tasks in accordance with established policies and procedures. Monitors and enforces a variety of codes and ordinances in support of City departments including municipal code, those related to zoning codes, building codes, housing, public nuisances, State Health & Safety Codes, and other issues relating to health, safety, and welfare of the community; prepares abatement cases for and testifies in public hearings and court proceedings on behalf of the City; serves as a resource and provides information on City regulations to property owners, residents, businesses, the general public, and other City departments and divisions; and performs a variety of technical tasks relative to assigned areas of responsibility.

SUPERVISION EXERCISED AND RECEIVED

Receives direction from higher-level personnel. Provides technical supervision over Community Improvement Officers, contract workers, and support staff.

DISTINGUISHING CHARACTERISTICS

This class is the advanced journey level class in the Community Improvement Officer series. Incumbents in this class are responsible for performing the most difficult, complex, sensitive and/or highly technical assignments related to ensuring compliance with and enforcement of State and local codes pertaining to nuisance abatement. This class is distinguished from the Chief Building Official in that the latter has general administrative responsibility for the Community Improvement Division with the Senior Community Improvement Officer having first-line supervisory responsibility for the code enforcement functions.

ESSENTIAL AND MARGINAL FUNCTIONS

Duties may include, but are not limited to the following:

Assists in the selection of staff, guides and instructs in the performance of duties, plans, trains, and reviews the work of staff responsible for performing a variety of field and office work in support of the City's code enforcement program; Distributes work to employees, monitors work for progress and quality; ensures work is completed in a timely and efficient manner; Provides technical direction and problem solving, provides training and mentoring to staff in accordance with established policies and procedures; Provides input on performance evaluations and makes recommendations on corrective actions;

Enforces municipal codes and other applicable codes related to nuisance, zoning, building, pest infestation, noise, blight, signage, junk, and debris, abandoned or inoperable vehicles on private property, housing, and related abatement activities Vender permitting;

Recommends improvements and modifications to work processes, adapts work procedures to meet changing needs, and resolves less complex work problems;

Resolves informal employee complaints, provides input to supervisor on employee performance and informs supervisor of conduct problems;

Inspects properties for violations; issues and posts warning notices, notices of violation, corrective notices, orders to comply, and related documentation for code violations; schedules and performs all follow-up functions to gain compliance including letters, inspections, calls, meetings, discussions, and negotiations to ensure compliance with appropriate codes and ordinances; notes actions taken, and results achieved in case files and on computer database;

Receives and responds to citizen complaints and reports from other agencies and departments on alleged violations of City zoning and related municipal codes; conducts on-site investigations to identify nuisances, potentially hazardous conditions, and code violations; prepares photographic evidence of violations; interviews complainant and witnesses; reads, interprets, explains, and applies applicable codes; provides recommendations for resolution; composes written responses as required;

Researches property ownership, zoning and parcel history; researches ordinances and history of ordinances affecting property uses; determines compliance of specific land with use permits, variances and development plans where improvements have been directed to meet zoning requirements;

Coordinates joint abatement and investigation activities with other City departments and agencies; informs departments of pending and ongoing investigations and activities; provides follow-up reports, records, and data to assist other departments involved in the zoning and abatement process;

Prepares and maintains a variety of records, reports, logs, memoranda, and files related to field and office investigations and activities;

Compiles case files for public hearings and court proceedings; testifies at hearings on behalf of the City as necessary;

Responds to public inquiries in a courteous manner; provides information within the area of assignment; resolves complaints in an efficient and timely manner;

Operates computer to process and acquire data relative to inspection sites and effective code enforcement;

Attends training seminars to obtain relevant certificates related to code enforcement and stay updated with current procedures and information;

Performs other duties related to the operation of the department and the city, including additional duties that enable the department and City to meet the diverse needs of its community.

QUALIFICATIONS

Knowledge of:

Operations, services, and activities of a municipal code compliance program;

Incumbents are required to possess a comprehensive knowledge of all departmental code enforcement programs' interrelated codes, policies, procedures, and goals.

Principles and practices of leadership, supervision, mentoring, training, and conflict resolution; Team dynamics and team building;

Advanced principles, practices, and methods used in the enforcement of a variety of codes; City services and organizational structure as they relate to code compliance; Legal actions applicable to code enforcement compliance;

Pertinent state and local codes, ordinances, laws, and regulations pertaining to building, substandard housing, zoning, nuisance abatement, vehicle codes, health and safety, Vendor Permitting, and related areas;

Procedures involved in the enforcement of codes and regulations including methods and techniques of conducting and documenting field investigations;

Effective public relations practices; Communication, negotiation, and behavioral techniques that foster collaboration and effectively achieve code compliance and related program results; Public speaking and presentation techniques; English usage, spelling, grammar, and punctuation;

Discovering property ownership and zoning background, research methods and techniques related to all applicable codes;

Mathematical principles; Principles and procedures of record keeping; Office procedures, methods, and equipment including computers and applicable software applications such as word processing, spreadsheets, and databases;

Occupational hazards and standard safety practices.

Ability to:

Lead, train, organize, and review the work of staff;

Independently perform the most difficult code enforcement and compliance duties;

Interpret, explain, and enforce department policies and procedures;

Research, interpret, explain, and apply applicable codes, ordinances, and regulations related to zoning, nuisance abatement, and health and safety issues; Enforce pertinent codes, ordinances, laws and regulations with impartiality and efficiency; Inspect and identify violations of applicable codes and ordinances;

Design public information and education programs related to code compliance activities;

Make oral presentations and testify in court;

Analyze situations and develop sound solutions, while maintaining safety at all times;

Plan and organize work to meet changing priorities and deadlines;

Obtain information through a variety of interview techniques;

Work fairly and courteously with all customers;

Coordinate activities with other City departments, associated enforcement jurisdictions, and other parties of interest;

Read maps and learn the City's geography;

Develop and accurately maintain a variety of work records and documents including complete case files, logs, reports, and memoranda;

Make presentations to community groups concerning codes, ordinances, and City compliance programs;

Operate office equipment including computers and supporting word processing, spreadsheet, and database applications;

Respond to inquiries, complaints, and requests for service in a fair, tactful, and firm manner;

Investigate complaints and mediate resolutions in a timely and tactful manner;

Prepare clear and concise technical reports;

Work independently in the absence of supervision;

Communicate clearly and concisely, both orally and in writing;

Establish and maintain cooperative and effective working relationships with those contacted in the course of work.

EDUCATION AND EXPERIENCE GUIDELINES

Any combination of education and experience that would likely provide the required knowledge and abilities would be qualifying. A typical combination is:

Education:

Equivalent to graduation from high school or possession of GED; supplemented by college level course work in planning, building inspection, technology or a related field is preferred.

Experience:

Three years of responsible code enforcement experience equivalent to that of a Community Improvement Officer II with the City of Lodi. One year of supervisory experience is highly desirable.

LICENSES AND CERTIFICATES

Possession of a valid (Class C) Driver's License issued from the California Department of Motor Vehicles.

Possession of a California Association of Code Enforcement Officers (CACEO) certification or equivalent (CEO I).

Possession of a California Association of Code Enforcement Officers (CACEO) certification or equivalent (CEO II).

Possession of Penal Code 832 Arrest and Firearms certification.

WORK/ENVIRONMENTAL CONDITIONS

Environmental Conditions:

Work is performed in both indoor and outdoor environments; work alone; travel from site to site; incumbents may be exposed to noise, dust, inclement weather conditions, potentially hostile environments, and aggressive and/or ill animals.

Physical Conditions:

Primary functions require sufficient physical ability and mobility to work in an office setting and in a field environment; to stand or sit for prolonged periods of time; to occasionally stoop, bend, kneel, crouch, reach, and twist; to walk on uneven terrain, loose soil, and sloped surfaces; to lift, carry, push, and/or pull light to moderate amounts of weight; to operate office equipment requiring repetitive hand movement and fine coordination including use of a computer keyboard; to travel to other locations; to operate equipment and vehicle; and to verbally communicate to exchange information.

FLSA Status: Non-Exempt