

CITY OF CLEARLAKE
CODE ENFORCEMENT SUPERVISOR

DEFINITION

Under general supervision, this position is responsible to supervise, assign, review and participate in the work of staff responsible for providing code enforcement services for the City.

SUPERVISION EXERCISED

Exercises direct supervision over code enforcement personnel.

EXAMPLES OF IMPORTANT AND ESSENTIAL DUTIES

Plan, prioritize, assign, supervise, review, and participate in the work of staff responsible for performing duties in support of the City's code enforcement program including enforcing compliance with City regulations and ordinances including those pertaining to zoning, land use, nuisance housing, building codes, health and safety, blight, graffiti, water waste, and other matters of public concern.

Establish schedules and methods for providing code enforcement services; identify resource needs; review needs with appropriate management staff; allocate resources accordingly.

Monitor work activities to ensure compliance with established policies and procedures.

Research, draft, and rewrite municipal codes; oversee and participate in the development of forms and processes utilized to address various issues.

Participate in the selection of code enforcement staff; provide or coordinate staff training; work with employees to correct deficiencies; implement discipline procedures.

Participate in the preparation and administration of the code enforcement program budget; submit budget recommendations; monitor expenditures.

Perform the full range of code enforcement duties; perform a variety of field and office work in support of the City's code enforcement program; enforce compliance with City regulations and ordinances including those pertaining to zoning, land use, nuisance housing, building codes, health and safety, blight, graffiti, water waste, and other matters of public concern.

Receive and respond to citizen complaints and reports from other agencies and departments on alleged violations of City zoning and related municipal codes and ordinances; interview complainant and witnesses; conduct investigations and provide recommendations for resolution.

Conduct field investigations; inspect properties for violations; attempt to make contact at the residence or business in order to resolve violation; issue and post warning notices, notices of violation, corrective notices, orders to comply, and related documentation for code violations; schedule and perform all follow-up functions to gain compliance including letters, inspections, calls, meetings, discussions, and

negotiations to ensure compliance with appropriate codes and ordinances; issue administrative and parking citations and notices of violation as necessary.

Prepare evidence in support of legal actions taken by the City; appear in court as necessary; testify at hearings and in court proceedings as required.

Maintain accurate documentation and case files on all investigations, inspections, enforcement actions, and other job related activities including accurate and detailed information regarding code enforcement activity to substantiate violations; draw diagrams and illustrations and take photographs.

Prepare a variety of written reports, memos, and correspondence related to enforcement activities.

Patrol assigned area in a City vehicle to identify and evaluate problem areas and/or ordinance violations; determine proper method to resolve violations.

Attend meetings and serve as a resource to other City departments, divisions, the general public, and outside agencies in the enforcement of zoning regulations; provide research and documentation for meetings; interpret and explain municipal codes and ordinances to members of the general public, contractors, business owners, and other interested groups in the field, over the counter, and on the telephone.

Supervise the work of community service workers, county inmates, or volunteers engaged in community clean-up and preservation activities; determine locations and type of work to be performed.

Locate vacant residences and businesses; secure buildings with proper materials as necessary; post the property as necessary; check vacant buildings regularly for transient activity, graffiti, and other forms of vandalism.

Attend and participate in professional group meetings; maintain awareness of new trends and developments in the field of code enforcement; incorporate new developments as appropriate into programs.

Perform related duties as required.

JOB RELATED AND ESSENTIAL QUALIFICATIONS

Knowledge of:

- City policies and procedures.
- Applicable Federal, state, and City codes, laws, statutes, and ordinances.
- Principles and practices of enforcement, investigation and inspection of code violations.
- Safe and efficient work practices as they relate to code enforcement.
- Safe driving principles and practices.
- Interviewing principles, techniques and methods.
- Community relations principles and techniques.
- Regulations and requirements for documentation of court evidence.
- Laws of search and seizure, arrest procedures and the rules of evidence.
- Record keeping and file maintenance principles and procedures.

Skills to:

- Interpret and apply rules and regulations, City codes, and policies and procedures.
- Conduct investigations, maintain accurate records and prepare reports.
- Make independent decisions while working in the field, analyzing situations accurately and following established procedures.
- Handle stressful situations and obtain information from people who are reluctant to cooperate.
- Effectively resolve customer service issues according to policies and procedures.
- Maintain accurate records and prepare clear and concise reports.
- Establish and maintain cooperative working relationships with co-workers and the public.
- Operate modern equipment, including computer equipment.
- Operate a motor vehicle safely.

Ability to:

- Coordinate and direct City's code enforcement and compliance programs.
- Supervise, organize, and review the work of assigned staff involved in code enforcement.
- Select, train, and evaluate staff.
- Participate in the preparation and administration of assigned budgets.
- Plan and organize work to meet changing priorities and deadlines.
- Understand the organization and operation of the City and of outside agencies as necessary to assume assigned responsibilities.
- Enforce pertinent codes, ordinances, laws, and regulations with impartiality and efficiency.
- 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 and administrative reports.
- Make oral presentations and testify in court
- Work independently in the absence of supervision.
- Type and enter data accurately at a speed necessary for successful job performance.
- Effectively represent the City to outside individuals and agencies to accomplish the goals and objectives of the unit.
- Communicate clearly and concisely, both orally and in writing.
- Establish and maintain effective working relationships with those contacted in the course of work.

Experience and Training Guidelines:

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

Experience:

Four years of increasingly responsible experience dealing with the public in an enforcement, inspection, investigation or customer service capacity. Experience that includes the enforcement of municipal codes and supervisory responsibility is highly desirable.

Training:

Equivalent to the completion of the twelfth grade supplemented by specialized training in the areas of planning, building inspection, investigation, or a related field.

License or Certificate:

Possession of, or ability to obtain an appropriate, valid driver's license.

Certification as a Code Enforcement Officer issued by the California Association of Code Enforcement Officers.

If incumbent possesses the necessary International Conference of Building Officials certification, incumbent may occasionally conduct building inspections on an as-needed basis in the absence of the Chief Building Inspector.

Special Requirements:

Environment: Indoor and outdoor environments; work alone; travel from site to site; incumbents may be exposed to noise, dust, inclement weather conditions, and potentially hostile environments.

Physical: Primary functions require sufficient physical ability and mobility to work in an office and field environment; to stand, stoop, reach, bend, kneel, squat, climb ladders, and walk on uneven terrain, loose soil, and sloped surfaces; to lift and/or carry light weights; to operate office equipment requiring repetitive hand movement and fine coordination including use of a computer keyboard; ability to operate a vehicle to travel to various locations; and to verbally communicate to exchange information.