



**AUGUST 2016**

**FLSA: EXEMPT**

## **CODE COMPLIANCE MANAGER**

### **DEFINITION**

Under general direction, plans, schedules, assigns, and reviews the work of code compliance staff within the City; supervises, plans, and coordinates a comprehensive code compliance program, including identification, investigation, and correction of violations of the City's municipal, zoning, housing, tree, development, and signage codes; investigates citizen complaints of public nuisances and quality of life issues and seeks voluntary compliance or issues citations and initiates abatement procedures; provides complex staff assistance to departmental management staff in areas of expertise; and performs related work as required.

### **SUPERVISION RECEIVED AND EXERCISED**

Receives general direction from the Development Services Director and City Prosecutor. Exercises direct and general supervision over technical and office support staff.

### **CLASS CHARACTERISTICS**

This is the management-level class in the Code Compliance series. Incumbents are responsible for planning, organizing, supervising, reviewing, and evaluating the work of code compliance staff either directly or through lead workers. Incumbents are also expected to perform the full range of code compliance duties. Performance of the work requires the use of considerable independence, initiative, and discretion within established guidelines.

### **EXAMPLES OF ESSENTIAL FUNCTIONS (Illustrative Only)**

*Management reserves the rights to add, modify, change, or rescind the work assignments of different positions and to make reasonable accommodations where appropriate so that qualified employees can perform the essential functions of the job.*

- Plans, organizes, assigns, supervises, and reviews the work of code compliance staff; trains staff in work procedures; evaluates employee performance, counsels employees, and effectively recommends initial disciplinary action; assists in selection and promotion.
- Monitors activities of the code compliance work unit; recommends improvements and modifications and prepares various reports on activities and projects; recommends and assists in the implementation of goals and objectives; implements policies and procedures.
- Determines and recommends staffing needs for assigned activities and projects; participates in the annual budget preparation; prepares detailed cost estimates with appropriate justifications, as required; maintains a variety of records and prepares routine reports of work performance.
- Answers questions and provides information to the public; investigates complaints; recommends corrective actions to resolve issues.

- Plans, supervises, and participates in investigations of potential violations and the enforcement of municipal, zoning, housing, tree, development, signage, and related codes, ordinances, standards, and regulations; provides technical and investigative support to other City departments and regulatory agencies; provides technical, procedural, and legal assistance to management and code compliance staff to ensure continuity and consistency of code compliance actions.
- Under the authority of applicable codes and as directed by the City Prosecutor, oversees the preparation of notices of violation or noncompliance and citations according to applicable codes and regulations; issues letters to property owners notifying them of violations.
- Oversees and initiates contacts with residents, business representatives, and other parties to explain the nature of incurred violations and to encourage compliance with municipal codes, ordinances, and community standards.
- Directs, coordinates, and conducts follow-up abatement procedures including the preparation of additional correspondence, site visits, and communication with property owners and attorneys; conducts follow-up investigations to ensure compliance with applicable codes and ordinances; prepares non-compliance cases for legal action; presents testimony at hearings.
- Meets with City planning, building, engineering, police, and public works staff and legal counsel regarding complaints; coordinates activities with other staff and code compliance personnel.
- Develops new public notices in accordance with City ordinances; drafts and recommends revisions to City code compliance policies, procedures, and standards.
- Responds to and resolves difficult and sensitive public inquiries and complaints.
- Oversees and participates in special projects and programs, as directed by departmental management staff, the City Manager, City Council, and/or Mayor.
- Prepares staff reports and presentations related to code compliance activities and services; may present information to the City Council and various commissions, committees, and boards; performs a variety of public relations and outreach work related to assigned activities.
- Maintains files, databases, and records related to citations and violations; prepares a variety of written reports, memoranda, and correspondence.
- Prepares and maintains a variety of correspondence, reports, correction notices, and other written materials.
- Represents the City in meetings with members of other public and private organizations, community groups, contractors, developers, and the public.
- Provides technical and administrative assistance to assigned management staff; develops, prepares, and presents reports, surveys, and performs other administrative activities.
- Oversees and coordinates all special event applications.
- Performs duties of a disaster services worker in event of an emergency.
- Performs related duties as assigned.

## **QUALIFICATIONS**

### **Knowledge of:**

- Principles and practices of employee supervision, including work planning, assignment, review and evaluation, discipline, and the training of staff in work procedures.
- Basic principles and practices of budget development, administration, and accountability.
- Principles, practices, methods, and techniques of code violation investigation and compliance.
- Methods and procedures used in code compliance including citation issuance procedures, methods used to obtain various types of inspection warrants, and principles used to prepare legal documents.
- Practices for documenting inspections, correcting violations, and carrying through on court procedures.
- Basic requirements of zoning and related codes, ordinances, and regulations.
- Applicable Federal, State, and local laws, codes, regulations, and departmental policies.

- Legal descriptions and boundary maps of real property and legal terminology as used in code compliance.
- Occupational hazards and standard safety practices necessary in the area of code compliance.
- Mathematical principles of algebra and geometry.
- Principles and procedures of record keeping.
- Modern office practices, methods, and computer equipment and applications related to the work.
- English usage, grammar, spelling, vocabulary, and punctuation.
- Techniques for effectively representing the City in contacts with governmental agencies, community groups, various business, professional, educational, and regulatory organizations and with property owners, developers, contractors, and the public.
- Techniques for providing a high level of customer service by effectively dealing with the public, vendors, contractors and City staff.

**Ability to:**

- Assist in developing and implementing goals, objectives, practices, policies, procedures, and work standards.
- Supervise, train, plan, organize, schedule, assign, review, and evaluate the work of staff.
- Interpret, apply, explain, and ensure compliance with applicable Federal, State, and local policies, procedures, laws, regulations, codes, and departmental policies.
- Identify problems, research and analyze relevant information, and develop and present recommendations and justification for solutions.
- Perform the most complex code compliance duties.
- Research, analyze, and evaluate new service delivery methods, procedures, and techniques.
- Coordinate and deal with property owners, as well as investigate code violations and respond to inquiries and complaints in a fair, tactful, and timely manner.
- Respond to complaints or inquiries from citizens, staff, and outside organizations.
- Read, understand, and interpret blueprints, plans, and specifications.
- Prepare clear, effective, and accurate reports, correspondence, change orders, specifications, and other written materials.
- Effectively represent the department and the City in meetings with other departments, public and private organizations, and individuals.
- Maintain accurate and precise records.
- Make accurate mathematic computations.
- Make sound, independent decisions within established policy and procedural guidelines.
- Organize and prioritize a variety of projects and multiple tasks in an effective and timely manner; organize own work, set priorities and meet critical time deadlines.
- Use English effectively to communicate in person, over the telephone, and in writing.
- Use tact, initiative, prudence, and independent judgment within general policy, procedural, and legal guidelines.
- Establish, maintain, and foster positive and harmonious working relationships with those contacted in the course of work.

**Education and Experience:**

*Any combination of training and experience, which would provide the required knowledge, skills, and abilities is qualifying. A typical way to obtain the required qualifications would be:*

Equivalent to graduation from an accredited four-year college or university with major coursework in public policy, public or business administration, criminal justice, or a related field, and five (5) years of responsible experience in municipal code compliance, including two (2) years of lead or supervisory experience.

**Licenses and Certifications:**

- Valid California class C driver's license with satisfactory driving record and automobile insurance.
- Possess and maintain a valid California PC832 certificate.
- Possess and maintain a valid Supervisory Level P.O.S.T. Code Enforcement Certificate.

**PHYSICAL DEMANDS**

Must possess mobility to work in a standard office setting and use standard office equipment, including a computer; to inspect various City sites, including traversing uneven terrain, climbing ladders, stairs, and other temporary or construction access points; to attend meetings and to operate a motor vehicle; vision to read printed materials and a computer screen, and make inspections; and hearing and speech to communicate in person, before groups, and over the telephone. This is partially a sedentary office and partially a field operations classification; frequent standing in work areas and walking between work areas is required. Finger dexterity is needed to access, enter, and retrieve data using a computer keyboard or calculator and to operate standard office equipment. Positions in this classification occasionally bend, stoop, kneel, reach, push, and pull drawers open and closed to retrieve and file information. Employees must possess the ability to lift, carry, push, and pull materials and objects weighing up to 40 pounds.

**ENVIRONMENTAL ELEMENTS**

Employees work partially in an office environment with moderate noise levels and controlled temperature conditions, and partially in the field and are occasionally exposed to loud noise levels, cold and hot temperatures, inclement weather conditions, road hazards, vibration, confining workspace, chemicals, mechanical and/or electrical hazards, and hazardous physical substances and fumes. Employees may interact with upset staff and/or public and private representatives and contractors in interpreting and enforcing departmental policies and procedures.