

Compliance Officer Job Description

JOB CONCEPT AND ROLE DEFINITION:

The Compliance Officer performs a wide variety of duties related to the respective Municipal Codes, educating the public of and their enforcement. The Officer should know the requirements and vocabulary of the job.

Common sense and a thorough understanding of the Municipal Code helps the Code Enforcement Officer handle various situations that may arise. It is not intended that this job description be all inclusive. The City Council may make changes to the job description to include or eliminate certain tasks or duties.

COMMUNICATIONS/HUMAN RELATIONS:

All organizations wish to make a good first impression on the public. This is an important part of the job of the Compliance Officer, who may often be the first official the citizen makes contact with. Personal characteristics of neat appearance, pleasant voice, and even disposition are essential for this position.

The Compliance Officer greets the citizens and other visitors, determines their need, answers their questions, and refers them to the person or agency that can assist them. They must tactfully deal with a wide variety of people, even when calling attention to Code violations or issuing citations.

RESPONSIBILITY AND AUTHORITY:

The position of Compliance Officer does not have supervisory responsibility. The Compliance Officer reports to the Mayor or his designee who issue work assignments and provides general supervision. The Compliance Officer shall attend all meetings of the Nuisance Committee. The Compliance Officer shall provide a monthly report to the City Council detailing the warnings/tickets issued and resolved in a months time via the Public Works Director. The Compliance Officer shall provide a monthly report to the Nuisance Committee detailing all ongoing violations, complaint and other issues which he or she has been handling on behalf of the City.

JOB DESCRIPTION DUTIES:

In general, the Compliance Officer must be knowledgeable and keep current on local ordinances, and will be required to enforce those ordinances as adopted. The Compliance Officer should focus on education of the public on local ordinances and how to stay compliant with said ordinances by utilizing local newspaper, social media (through Clerk/Treasurer) and other means. The Compliance Officer may also make recommendations to the City Council for amending ordinances if it is in the best interest of the municipality to do so, and be an integral part of establishing policies and procedures for code enforcement. The following are the key components of the job:

1. Investigate abandoned, dismantled, inoperable and/or illegally parked motor vehicles, and arrange for removal if necessary. Enforce provisions of City Code 10-2-18, sections A-D and coordinate with law enforcement when necessary.
2. Reporting to, advising and/or attending Parking Commission meetings as necessary.

3. Handle education and compliance for trash and miscellaneous junk, long grass and weeds, trees, nuisance and snow removal violations and coordinate with various departments and contractors for remediation.
4. Handle zoning code inquiries and violations with assistance from Building Inspector.
5. Assist Building Inspector with various duties as needed, including but not limited to general building questions, accepting applications, accepting payments for finalized permits, and assisting in drawing of site plans.
6. Report to, set and create the agenda, attend meetings, record minutes and do as directed by the Nuisance Committee including fielding complaints, investigating complaints and documenting for Nuisance Committee Agenda, posting of notices, fielding requests for extensions and working with committee members on questions on violations and bringing property into compliance.
7. Coordinate with law enforcement and animal control on all related matters/complaints.
8. Handle education and compliance according to procedures outlined in the Code.
9. Handle education and compliance for deteriorated, unsafe or illegal sidewalks in public rights-of-way.
10. Handle education and compliance for over-grown, diseased or dead trees in public rights-of-way.
11. Handle education and compliance for solid waste code violations.
12. In person, phone and/or by mail, issue warnings of Code violations and Code violation citations.
13. Coordinates the removal of illegal encampments.
14. Ability to establish and maintain effective working relationships with the general public and other city departments, and to find appropriate solutions to problems; ability to communicate effectively verbally and in writing.
15. Ability to communicate with people in very stressful or combative situations.
16. Ability to be creative in getting compliance from violators.
17. Review resolved code violations to ensure that proper procedures have been carried out and ensure all code compliance activities are completed in a timely and professional manner.
18. Completes and maintains a variety of records, reports, documents and correspondence.
19. Explains, interprets, and makes presentations to community groups and businesses.
20. Manage all parks agreements and their compliance to ensure they are signed yearly, and requirements are followed. Inspect parks routinely to ensure no damage or unapproved changes have been made and make recommendations on amendments to the agreements if necessary.
21. Assist with general city hall office tasks.
22. Perform any other duties as may be assigned by the Mayor from time to time.

The above duties are intended to describe the general nature and level of work being performed by the Compliance Officer assigned to this position. They are not to be construed as an exhaustive list of all job duties performed by the employee. Other related and/or similar duties may be assigned.

MINIMUM QUALIFICATIONS:

Knowledge of:

1. Safe and efficient work practices related to inspection and enforcement duties.
2. Principles of good customer service, effective communication and persuasion techniques.

3. Research methods and investigative techniques.
4. Basic personal computer software applications.

EXPERIENCE & TRAINING:

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

Experience:

Two years of related administrative or investigative experience dealing with the public.

Training:

Equivalent to the completion of the twelfth grade.

License or Certificate

Possession of, or ability to obtain, a valid Montana driver's license.

Special Requirements

Must be able and willing to work the hours and days necessary to accomplish assigned duties, including weekends and some holidays; attend evening meetings; and travel out of town as necessary to attend and/or participate in workshops. Must have no record of felony or serious misdemeanor convictions.

Physical Demands

Must possess mobility to work in the field and in a standard office setting and use standard office equipment, including a computer, to operate a motor vehicle, drive on surface streets, ride a bicycle and make inspections; strength, stamina, and mobility (stand, walk, kneel, bend, squat) to perform light physical work; vision to read printed materials and a computer screen; and hearing and speech to communicate in person and over the telephone or radio.

Environmental Elements

Employees partly work in the office and partly in the field and are occasionally exposed to loud noise levels, cold and hot temperatures, inclement weather conditions, road hazards, 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.

TOOLS & EQUIPMENT USED:

Personal computer, including word processing and database software; motor vehicle; phone; copy machine.

Compliance Officer

Date