



SENIOR SUPERVISING CODE ENFORCEMENT OFFICER

DEFINITION

Under general direction, plans, organizes, coordinates, and manages the staff and programs of the Code Enforcement Division, including the identification, investigation, and correction of violations of the Town's municipal, zoning, housing, 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; and the public counter staff; ensures compliance with standards to safeguard public safety and property related to construction, use, occupancy, location, and maintenance of structures; manages the effective use of division resources to improve organizational productivity and customer service; provides complex and responsible support to the Director of Community Development in areas of expertise; and performs related duties as assigned.

SUPERVISION RECEIVED AND EXERCISED

Receives general supervision from the Community Development Director of Building and Code Enforcement. Exercises supervision of staff.

CLASS CHARACTERISTICS

This is a single position supervisory classification within the Community Development Department Code Enforcement Division. Incumbents are responsible for planning, organizing, supervising, reviewing, and evaluating the work of code enforcement officers and other support staff. Performance of the work requires the use of considerable independence, initiative, and discretion within established guidelines.

EXAMPLES OF TYPICAL JOB FUNCTIONS (Illustrative Only)

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

- Plans, and manages, the daily functions, operations, and activities of the Code Enforcement Division, including the identification, investigation, and correction of violations of the Town's municipal, zoning, housing, development, and signage codes and the public counter staff.
- Receives, records, and investigates complaints from the public and staff regarding violations of building and zoning codes, ordinances, housing standards, and health and safety regulations; documents violations by securing photographs and other pertinent data; researches ownership records, prior complaints, municipal codes and ordinances, and State regulations to establish whether a violation has occurred.
- Meets with Town planning, wastewater, building, engineering, police, and public works staff and legal counsel regarding complaints; coordinates activities with other code compliance personnel and departments.

- Initiates contact with residents, business representatives, and other parties to explain the nature of incurred violations and to encourage compliance with Town codes, ordinances, and community standards; initiates abatement of dangerous properties and vector control issues of vacant properties; confirms code regulations to the public by telephone and in person.
- 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.
- Prepares and issues notices of violation or noncompliance, final notices, and other correspondence according to applicable codes and regulations; issues letters to property owners notifying them of the violation; as appropriate, affixes a notice of violation on the property to abate public safety hazards and nuisances.
- Provides information to violators, the general public, the business community, and other government agencies regarding codes, laws, and ordinances; responds to questions, complaints, and inquiries. Drafts and recommends revisions to Town code enforcement policies, procedures, and standards.
- Participates in the development and implementation of goals, objectives, policies, and priorities for the division; recommends within division policy, appropriate service and staffing levels; recommends and administers policies and procedures.
- Participates in the development, administration, and oversight of division budget; determines funding needed for staffing, equipment, materials, and supplies; ensures compliance with budgeted funding.
- Develops and standardizes procedures and methods to improve and continuously monitor the efficiency and effectiveness of assigned programs, service delivery methods, and procedures; assesses and monitors workload, administrative, and support systems, and internal reporting relationships; identifies opportunities and makes recommendations for improvement.
- Participates in the selection of, trains, motivates, and evaluates assigned personnel; works with employees to correct deficiencies; recommends and implements discipline and termination procedures.
- Develops and manages requests for proposals for professional and/or contracted services; prepares scope of work and any technical specifications; evaluates proposals and recommends award; negotiates contracts; administers contracts to ensure compliance with Town specifications and service quality.
- Prepares and presents staff reports and other necessary correspondence related to assigned activities and services; presents reports to various commissions, committees, and boards.
- Conducts a variety of organizational and operational studies and investigations; recommends modifications to assigned programs, policies, and procedures, as appropriate.
- Serves as a liaison for assigned functions with other Town departments and outside agencies.
- Monitors changes in regulations and technology that may affect operations; implements policy and procedural changes after approval.
- Receives, investigates, and responds to difficult and sensitive problems and complaints in a professional manner; identifies and reports findings and takes necessary corrective action.

JOB-RELATED QUALIFICATIONS

Knowledge of:

- Administrative principles and practices, including goal setting, program development, implementation, and evaluation, project management, budget development and administration, and contract administration and management.
- Principles, practices, methods, and techniques of code violation investigation and compliance.
- Principles and practices of employee supervision, including work planning, assignment, review and evaluation, and the training of staff in work procedures.

- 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.
- Principles and techniques for working with groups and fostering effective team interaction to ensure teamwork is conducted smoothly.
- 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, rules, regulations, ordinances, and organizational policies and procedures relevant to assigned area of responsibility.
- 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.
- Research and reporting methods, techniques, and procedures.
- Principles and procedures of record-keeping, technical report writing, and preparation of correspondence and presentations.
- Safety equipment and practices related to the work, including safe driving rules and practices.
- Techniques for effectively representing the Town 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 Town staff.
- The structure and content of the English language, including the meaning and spelling of words, rules of composition, and grammar.
- Modern equipment and communication tools used for business functions and program, project, and task coordination.
- Computers and software programs (e.g., Microsoft software packages) to conduct, compile, and/or generate documentation.

Ability to:

- Plan, organize and manage the staff and operations of the Code Enforcement Division.
- Develop and implement goals, objectives, practices, policies, procedures, and work standards.
- Explain codes and regulations to property owners, residents, and others.
- Interpret, apply, explain, and ensure compliance with applicable Federal, State, and local laws, rules, regulations, policies, and procedures.
- Select and supervise staff, provide training and development opportunities, ensure work is performed effectively, and evaluate performance objectively and positively.
- Understand, interpret, and apply all pertinent laws, codes, regulations, policies and procedures, and standards relevant to work performed.
- Respond to inquiries, complaints, and requests for service in a fair, tactful, and timely manner.
- Prepare clear and concise reports, correspondence, and other written materials.
- Independently organize work, set priorities, meet critical deadlines, and follow-up on assignments.
- Effectively use computer systems, software applications relevant to work performed, and modern business equipment to perform a variety of work tasks. Understand, interpret, and apply all pertinent laws, codes, regulations, policies and procedures, and standards relevant to work performed.
- Effectively represent the department and the Town in meetings with governmental agencies; community groups; various business, professional, and regulatory organizations; and in meetings with individuals.
- Learn and understand the organization and operation of the Town and outside agencies as necessary to assume assigned responsibilities.

- Independently organize work, set priorities, meet critical deadlines, and follow-up on assignments.
- Communicate clearly and concisely, both orally and in writing, using appropriate English grammar and syntax.
- Use tact, initiative, prudence, and independent judgment within general policy, procedural, and legal guidelines.
- Establish, maintain, and foster positive and effective working relationships with those contacted in the course of work.

Education and Experience:

Equivalent to an associate degree from an accredited college with significant coursework in public safety, public administration, or a related field and five (5) years of increasingly responsible experience, including two (2) years of supervisory experience.

Licenses and Certifications:

- Possession of a valid California Class C Driver's License and a good driving record, at the time of appointment.
- Possession of a certificate of completion of Penal Code § 832 Course in Arrest, Search and Seizure issued by California Commission on Peace Officer Standards and Training.
- International Conference of Building Officials (ICBO), Statewide California Association of Code Enforcement Officials, or other similar association certificates preferred.

PHYSICAL DEMANDS

When assigned to an office environment, must possess mobility to work in a standard office setting and use standard office equipment, including a computer; vision to read printed materials, a computer screen, and to operate a motor vehicle and visit various Town sites; and hearing and speech to communicate in person and over the telephone; ability to stand and walk between work areas may be 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.

When assigned to field inspection, must possess mobility to work in changing site conditions; possess the strength, stamina, and mobility to perform light to medium physical work; to sit, stand, and walk on level, uneven, or slippery surfaces; to reach, twist, turn, kneel, and bend, to climb and descend ladders; and to operate a motor vehicle and visit various Town sites; The job involves fieldwork requiring frequent walking in operational areas to identify problems or hazards, with exposure to hazardous materials in some site locations. Employees must possess the ability to lift, carry, push, and pull materials and objects averaging a weight of 40 pounds, or heavier weights, in all cases with the use of proper equipment and/or assistance from other staff.

ENVIRONMENTAL CONDITIONS

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, 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.