

Position: Code Compliance Officer	AFSCME Union
Department/Site: Community Development – City Hall	FLSA: Non-exempt
Evaluated by: Code Enforcement Manager	Salary Grade: 25

Summary

Assists businesses and residents with enforcement of laws, regulations, and codes designed to abate nuisances, protect zoning, support public safety, preserve property maintenance, sanitation and health, and enforce certain traffic regulations.

Distinguishing Career Features

The Code Compliance Officer represents the first level in a two-tiered career path for administering laws, regulations, ordinances, and codes affecting land use, certain aspects of public safety, health and sanitation, and non-moving traffic. The Code Compliance Officer responds to complaints about land use, occupancy, nuisances, and commercial zone parking. Advancement to Coordinator requires the ability to administer projects, oversee parking enforcement, and coordinate response to community inquiries and complaints.

Essential Duties and Responsibilities

- Monitors parking within designated areas of the City. Distributes flyers and brochures to business owners and places them on vehicles, announcing programs, events, projects affecting parking, or directions.
- Issues warnings and citations for parking violations that occur in designated areas. Gives directions to and rules about parking in designated areas.
- Conducts field inspections in response to complaints initiated by citizens. Investigates complaints about code violations by observing and inspecting premises, gathering evidence, researching sources of information, and identifying the nature of the violations.
- Meets with affected parties to explain codes and describe actions the City would take. Develops recommendations for corrective action. Follows up on cases within limits of responsibility, forwarding difficult or complex cases to the Coordinator.
- Delivers a variety of documents to citizens of the community ranging from community mailings to liens. Delivers public documents to elected officials and agencies.
- Performs other duties as assigned that support the overall objective of the position.

Qualifications

▪ **Knowledge and Skills**

The position requires a working knowledge of codes, regulations, and laws governing building and land use. Requires a basic knowledge of the permitting process steps and special policies, practices, technicalities, and work methods for the department. Requires sufficient knowledge of and skill in English grammar and composition, to prepare routine

correspondence in business and/or legal formats. Requires knowledge of and skill at using personal computers, common office productivity software, and data entry programs. Requires sufficient human relations skill to communicate standard yet technical information, to employ specific lines of inquiry, to resolve problems and confrontation, and to maintain harmony in a work setting.

- **Abilities**

Requires the ability to carry out the essential functions of the position. Requires the ability to learn, interpret and apply processes, codes, regulations, and laws governing building and land use. Requires the ability to operate a personal computer and peripheral office equipment. Requires the ability to resolve customer service problems in a positive manner. Requires the ability to organize and prioritize work assignments to optimize service level. Requires the ability to work cooperatively with senior citizens. Requires the ability to work as contributing member of a team, work productively and cooperatively with other teams and external customers, and convey a positive image of the City and its services.

- **Physical Abilities**

Requires the ability to function indoors in an office environment and outdoors engaged in work of primarily a sedentary to moderately active nature. Requires auditory ability to carry on ordinary and telephonic conversation. Requires near visual acuity to read detailed maps, drawings, other printed material, computer screens, and observe physical layouts. Requires manual and finger dexterity to write and to operate microcomputers and other office equipment. Requires the ability to alternatively sit and stand for sustained periods of time to deliver presentations, perform counter work.

- **Education and Experience**

The position typically requires a high school diploma and one year of progressive experience in administrative support and customer service, preferably in a law enforcement, planning, or building area.

- **Licenses and Certificates**

Requires a valid driver's license with motorcycle endorsement.

- **Working Conditions**

Work is performed indoors and outdoors where some safety considerations exist from emotional, argumentative, or hostile customers and temperature/environmental variations.

This job/class description, describes the general nature of the work performed, representative duties as well as the typical qualifications needed for acceptable performance. It is not intended to be a complete list of all responsibilities, duties, work steps, and skills required of the job.