

Position: Code Enforcement Manager	Management
Department/Site: Public Works	FLSA: Exempt
Evaluated by: Public Works Director/City Engineer	Salary Grade: 142

Summary

Plans, develops, coordinates, and implements neighborhood outreach and involvement programs. Coordinates, oversees, performs, trains, and engages code enforcement and parking officer staff, and neighborhoods and community groups to monitor and enforce municipal codes including, but not limited to parking, land use nuisances, and signage.

Distinguishing Career Features

The Code Enforcement Manager is a working leadership position that oversees municipal code enforcement engaging and supervising community participation and staff support. Advancement to this position is based on need and by appointment. This position is accountable for coordinating and supervising neighborhood groups and the work of service-level staff that patrol, monitor, and investigate parking and code compliance within the City. Advancement to this position requires the ability to interpret, apply, and train others in the enforcement of codes, and supervise a small team.

Essential Duties and Responsibilities

- Develops and implements neighborhood-based programs for monitoring compliance with municipal codes and ordinances. Trains neighborhood/community volunteers in peer-level code monitoring and enforcement.
- Provides constructive oversight to neighborhood group volunteer activities and direct feedback on performance outcomes.
- Attend night or weekend meetings as needed.
- Meets with business owners, developers, and residents to facilitate discussions and receive feedback on the objectives for codes and ordinances, reviews and explains code requirements, and handling of violations or potential violations.
- Develops service delivery standards for neighborhood services. Assigns enforcement activity to service-level staff and reviews performance outcomes.
- Performs and/or coordinates specific aspects of public works or municipal code projects that involve private-public sector partnerships, committees, and community organizations.
- Develops code enforcement projects. Coordinates the City’s response or directly responds to and investigate citizen complaints concerning alleged or potential code violations. Conducts field investigations, gathers and analyses information, makes findings, takes appropriate action.

- Monitors and identifies code violations. Determines corrective action and target dates for compliance and issues citations as necessary.
- Researches, organizes, and maintains documentation on code violations, including remedial actions. Prepares cases for filing or submission for prosecution. Testifies in court on behalf of the City. Maintains a variety of logs and records related to inspection and enforcement activities; writes and distributes correspondence and reports.
- Recommends and implements policies and procedures to ensure efficient and effective code enforcement activities in compliance with City guidelines, standards, goals and objectives. Prepares recommendations for amendments and additions to codes or regulations.
- Plans, prioritizes, assigns, reviews work progress and quality, and participates in the work of staff who provide parking and code compliance services including enforcement operation, meter maintenance, shuttle operation, vehicle maintenance, striping, signage, nuisance abatement, building code violations, and other related services. Develops and maintains various programs and services such as auto park program, meter hood program and 'meter-trax' program. Monitors and inspects parking facilities.
- Recommends and assists in the implementation of department goals and objectives. Participates in preparing and administering the code compliance division budget. Monitors expenditures and revenue. Recommends budgetary adjustments as necessary.
- Identify opportunities for improving service delivery methods and procedures; review with appropriate management staff; implement improvements.
- Performs other duties as assigned that support the overall objective of the position.

Qualifications

▪ **Knowledge and Skills**

Requires working knowledge of zoning and land use regulation, and municipal codes that govern parking, signage, and a variety of other community commerce and activity. Requires working knowledge of the code compliance, nuisance abatement, parking enforcement, and revenue collection procedures and processes. Requires working knowledge of project management principles and techniques. Requires basic knowledge of budgeting and cost estimating procedures. Requires sufficient knowledge of personal computers to access and use common office productivity software. Requires sufficient English language skill to prepare professional correspondence and promotional materials. Requires well-developed human relations skills to convey technical concepts to external customers, to exercise patience when dealing with verbal confrontation, and to speak to small groups in public settings.

▪ **Abilities**

Requires the ability to carry out the responsibilities of the position. Requires the ability to develop and maintain programs, strategies, and procedures to provide effective parking and code compliance services. Requires the ability to identify and respond to community issues, concerns, and needs for residential and commercial parking. Requires the ability to organize and sequence projects and promotions that accomplish code needs for businesses and community members. Requires the ability to learn, apply and interpret all applicable codes, laws, and due process within the responsibility of the position. Requires the ability to facilitate productive discussions with customers, diffuse arguments, resolve

conflict, to arbitrate and/or negotiate solutions. Requires the ability to recognize choices and alternatives when dealing with land use, nuisance, and municipal code issues. Requires the ability to make sound and logical decisions in conformance with established laws and codes. Requires the ability to organize data and prepare testimony. Requires the ability to estimate costs, compute fees, and develop budget proposals. Requires the ability to lead a small team. 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**

Incumbent must be able to function indoors at a customer service desk or outdoors in a commercial or neighborhood environment engaged in work primarily of a sedentary to moderately active nature. Requires hearing and speech ability for ordinary conversation and to project voice to a small group. Requires sufficient manual and/or finger dexterity to type/keyboard and otherwise operate microcomputers and other office equipment. Requires ambulatory ability to sit, walk, to move about office environs, and to lift and carry light to medium weight materials on an intermittent basis.

- **Education and Experience**

The position typically requires an Associates degree and four years of experience in code enforcement, building inspection, or related field.

- **Licenses and Certificates**

Requires a valid driver's license.

- **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.