CODE COMPLIANCE OFFICER

Department: Administration
Classification: Full Time
Supervisor: Community Development Director

Position Summary:

Under general supervision, investigates conditions, initiates procedures to abate violations involving zoning ordinances, building codes, housing codes, public nuisances, property maintenance, abandoned vehicles, animals, license regulations and other issues relating to the health, safety and welfare of the community for public and private residential, commercial and industrial property; demonstrates a full understanding of all applicable policies, procedures and work methods associated with assigned duties; performs other related duties as required.

Duties and Responsibilities:

- Assists in resolving complex and sensitive customer service issues, either personally, by telephone or in writing; maintains records and documents of customer service issues and resolutions
- Patrols and conducts field inspections of parcels of residential, commercial and industrial land, structures, vehicles and stored materials to ensure compliance with applicable City ordinances and state laws.
- Receives and responds to complaints from the public and staff regarding substandard dwellings or structures, zoning violations, debris, unsanitary conditions, abandoned or inoperative vehicles, overgrown vegetation and other zoning and municipal code violations
- Conducts inspections of existing buildings to determine hazardous conditions; looks for construction or alterations being performed without proper building permits
- Responds to emergencies involving expedited code enforcement activities.

- Initiates investigations as necessary for observed violations; prepares warning letters to negligent owners or contractors, and carries negligent cases through prosecution in situations of non-compliance
- Prepares and issues citations, violations and other notices that outline proper repair, correction methods, time limits, permits and all necessary remedial work required; posts notices relating to required abatement
- Responds to questions and concerns from the public, departmental staff and other agencies; provides information as appropriate and resolves service issues and complaints
- Cooperates with neighborhood improvement groups and organizations interested in neighborhood beautification, improvement and clean up.
- Establishes positive working relationships with representatives of community organizations, state/local agencies and associations, City management and staff and the public
- Assists City Animal Control Officer; pick-up, transport and humane disposal of animals in accordance with City Ordinance, City Health Department requests of assistance, citizen complaints and City operation and procedures policy
- Assist for the complete burdening, care and proper maintenance of impounded animals or City pound facility
- Assist in routine repair and maintenance work along with general housekeeping chores of the City pound facility
- Must be able to operate and have a good working knowledge in the effective use of an animal tranquilizer gun and other related restraint and capture equipment
- Certification in Chemical Capture; work closely with City Veterinarian
- Performs related duties and responsibilities as assigned

Knowledge:

Principles, practices and methods used in the enforcement of a variety of codes and regulations; applicable federal, state and local laws, codes and regulations; methods and techniques used in enforcement and investigation; methods and techniques for record keeping and report preparation and writing; basic mathematic principles; office practices, methods and equipment, including a computer and applicable software; rules of evidence and court procedures; occupational hazards and standard safety procedures.

Ability:

Inspect and analyze a variety of buildings and properties and identify code violations; appropriately apply codes and regulations to varying situations; make sound decisions within established guidelines; read and interpret maps, sketches, drawings, specifications and technical manuals; follow written and oral directions; read, interpret and record data accurately; keep accurate records; work independently; organize, prioritize and follow-up on work assignments; perform mathematical calculations quickly and accurately; learn more complex principles, practices, techniques and regulations pertaining to assigned duties;

implement, explain and apply applicable laws, codes and regulations; analyze complex issues, and develop and implement appropriate responses; facilitate appropriate corrective action from property owners regarding violations; observe safety principles, safely operate vehicles, and work in a safe manner; communicate clearly and concisely, both orally and in writing; establish and maintain effective working relationships; maintain a professional demeanor when resolving difficult code enforcement cases.

Work Environment:

A combination of office and field environments. Travels to and from sites. This position works in all weather conditions, including wet, hot and cold, and may frequently deal with irate members of the public.

Education and Experience:

Graduation from high school or equivalent; two (2) years of experience that includes heavy public contact; Code Enforcement Certification and two (2) years performance of code enforcement activities; two (2) years of municipal code enforcement experience; Animal Control Officer Certification