

Community Engagement Officer

*Specifications are intended to present a descriptive list of the range of duties performed by employees. Specifications are **not** intended to reflect all duties performed within the job.*

SUMMARY DESCRIPTION

Under general supervision, performs a variety of technical duties in support of the City's local code enforcement program; monitors and enforces a variety of applicable ordinances, codes, and regulations related to zoning, land use, nuisance housing, building codes, health and safety, blight, graffiti, water waste, and other matters of public concern; and serves as a resource and provides information on City regulations to property owners, residents, businesses, the general public, and other City departments.

ESSENTIAL FUNCTIONS

The following duties are typical for this classification. Incumbents may not perform all of the listed duties and/or may be required to perform additional or different duties from those set forth below to address business needs and changing business practices. Listed below are the essential functions of the job which include the following duties and requirements.

1. Perform a variety of field and office work in support of the City's local code enforcement program; enforce compliance with City regulations and ordinances including those pertaining to zoning, land use, nuisance housing, building codes, health and safety, blight, abandoned vehicle identification and removal and other matters of public concern. May be required to issue citations and/or red tag vehicles.
2. Receive and respond to citizen complaints and reports from other agencies and departments on alleged violations of City zoning and related municipal codes and ordinances; interview complainant and witnesses; conduct investigations and provide recommendations for resolution.
3. Conduct field investigations; inspect properties for violations; attempt to make contact at the residence or business in order to resolve violation; issue and post warning notices, notices of violation, corrective notices, orders to comply, and related documentation for code violations; schedule and perform all follow-up functions to gain compliance including letters, inspections, calls, meetings, discussions, and negotiations to ensure compliance with appropriate codes and ordinances; issue administrative and parking citations and notices of violation as necessary.
4. Prepare evidence in support of legal actions taken by the City; appear in court as necessary; testify at hearings and in court proceedings as required.
5. Maintain accurate documentation and case files on all investigations, inspections, enforcement actions, and other job-related activities including accurate and detailed information regarding code enforcement activity to substantiate violations; draw diagrams and illustrations and take photographs.
6. Prepare a variety of written reports, memos, and correspondence related to enforcement activities.
7. Patrol assigned area in a City vehicle to identify and evaluate problem areas and/or ordinance violations; determine proper method to resolve violations.
8. Attend meetings and serve as a resource to other City departments, the general public, and outside agencies in the enforcement of zoning regulations; provide research and documentation for meetings; interpret and explain municipal codes and ordinances to members of the general public, contractors, business owners, and other interested groups in the field, over the counter, and on the telephone.
9. Operate computer to enter, process, and acquire data relative to complaints, inspection sites, and effective code enforcement; research complaints.

10. Locate vacant residences and businesses; secure buildings with proper materials as necessary; post the property as necessary; check vacant buildings regularly for transient activity and other forms of vandalism.
11. May assist in researching, drafting, and rewriting municipal codes; participate in the development of forms and processes utilized to address various issues.
12. Perform related duties as required.

QUALIFICATIONS

The following generally describes the knowledge and ability required to enter the job and/or be learned within a short period of time in order to successfully perform the assigned duties.

Knowledge of:

Pertinent codes, ordinances, laws, and regulations pertaining to zoning, nuisance abatement, property maintenance, building, health and safety and related areas.
Procedures involved in the enforcement of codes and regulations including methods and techniques of conducting and documenting field investigations.
City services and organizational structure as they relate to code compliance.
Legal actions applicable to code enforcement compliance.
Effective public relations practices.
Principles and procedures of record keeping.
Methods and techniques of business correspondence and technical report preparation.
Modern office procedures, methods, and equipment including computers and supporting word processing and spreadsheet applications.
Occupational hazards and standard safety practices.
Geographic features and locations within the area served.

Ability to:

Independently perform a full range of municipal code enforcement and compliance duties.
Interpret and apply applicable codes, ordinances, and regulations related to zoning, nuisance abatement, and health and safety issues.
Inspect and identify violations of applicable codes and ordinances.
Enforce pertinent codes, ordinances, laws, and regulations with impartiality and efficiency.
Respond to inquiries, complaints, and requests for service in a fair, tactful, and firm manner.
Investigate complaints and mediate resolutions in a timely and tactful manner.
Prepare accurate and detailed documentation of investigation findings.
Maintain complex logs, records, and files.
Research, compile, and collect data.
Prepare clear and concise technical reports.
Make oral presentations or testify in court.
Work independently in the absence of supervision.
Read County Assessors maps and property profiles.
Read and interpret legal documents and descriptions.
Understand and follow oral and written instructions.
Type and enter data accurately at a speed necessary for successful job performance.
Communicate clearly and concisely, both orally and in writing.
Establish and maintain effective working relationships with those contacted in the course of work.
Work a 4 day a week schedule that may need to be adjusted for special events.

Education and Experience Guidelines - Any combination of education and experience that would likely provide the required knowledge and abilities is qualifying. A typical way to obtain the knowledge and abilities would be:

Education/Training:

Equivalent to completion of the twelfth grade supplemented by specialized training and/or college level coursework in criminal justice, public administration, business administration, or other related field.

Experience:

One year of work experience involving a high level of public contact including some experience dealing with the public in an enforcement, inspection, investigation, or customer service capacity. Experience that includes the enforcement of municipal codes is highly desirable.

License or Certificate:

Possession of an appropriate, valid driver's license.

Current CLETS training certification desired. Will be required within 1 month of employment.

Successful completion of P.O.S.T. 832 P.C. course within six months of hire.

Possession of, or ability to obtain within one year of appointment, certification as a Code Enforcement Officer issued by the CACEO.

PHYSICAL DEMANDS AND WORKING ENVIRONMENT

The conditions herein are representative of those that must be met by an employee to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential job functions.

Environment: Indoor and outdoor environments; work alone; travel from site to site; incumbents may be exposed to noise, dust, inclement weather conditions, and potentially hostile environments.

Physical: Primary functions require sufficient physical ability and mobility to work in an office and field environment; to stand, stoop, reach, bend, kneel, squat, climb ladders, and walk on uneven terrain, loose soil, and sloped surfaces; to lift and/or carry light weights; to operate office equipment requiring repetitive hand movement and fine coordination including use of a computer keyboard; ability to operate a vehicle to travel to various locations; and to verbally communicate to exchange information.

Vision: See in the normal visual range with or without correction.

Hearing: Hear in the normal audio range with or without correction