



CITY OF CITRUS HEIGHTS

SENIOR CODE ENFORCEMENT OFFICER

DEFINITION

To perform a variety of advanced technical and specialized duties related to code enforcement; to ensure compliance with City codes and regulations in the areas of housing, zoning, blight, nuisance, abatement, signage, vehicles, and environmental or other neighborhood-related improvement issues. To perform the more difficult advanced level para-professional code enforcement duties; to provide a high level of customer service; prosecute special cases; participate in the development and interpretation of administrative policies and procedures; prepare educational materials; review and edit field reports; to provide technical and functional supervision of assigned staff; and to perform special projects and assignments as necessary.

DISTINGUISHING CHARACTERISTICS

This is the advanced journey level class within the Code Enforcement Officer series. This class is distinguished from the other classes within the series by the performance of the full range of duties as assigned, the level and complexity of duties assigned, and by the degree of independence allowed to operate and make decisions in performing the assignments. Employees perform the most difficult and responsible types of duties assigned to classes within this series. Employees at this level are required to be fully trained in all procedures related to assigned area of responsibility and are expected to act as a lead and train staff including assigning and monitoring work.

SUPERVISION RECEIVED AND EXERCISED

- Receives general direction from an assigned supervisor.
- Exercises technical and functional supervision over civilian personnel as appropriate.

EXAMPLES OF DUTIES - Duties may include, but are not limited to, the following:

- Perform specialized and complex technical duties related to area of assignment.
- Receive assignments, schedule and organize work and lead Code Enforcement staff in the completion of duties; perform or assist with most difficult and complex work.
- Train Code Enforcement staff in all aspects of inspecting, analyzing, and responding to code enforcement violations.
- Perform a wide variety of advanced level code enforcement support duties in support of Police Department operations and services.
- Prepares administrative reports on the operations of Code Enforcement section.
- Review reports for quality and accuracy; provide reports and summary data to management personnel on a regular basis.
- Receive, process, and investigate complaints and inquiries regarding code violations; communicate with parties involved in issues or violations using diplomacy and tact; and determine appropriate solutions and respond using a problem solving approach.
- Conduct field inspections and re-inspections; plan and maintain schedules; monitor and follow up on compliance and report problems; photograph or film violations for evidence; may testify at hearings or other court proceedings. Prepare legal records for department office conferences and nuisance abatement hearings.
- Develop proactive strategies which increase communication, cooperation and enhance compliance; provide information to violators, the general public, business community, and

other governmental agencies regarding codes, laws and ordinances; and respond to questions and inquiries.

- Update policies and procedures relating to assigned program area(s); provide training to others related to areas of assignment.
- Design educational programs and materials for presentation to the public or community groups; develop proactive strategies which enhance compliance; and provide training to new staff as needed.
- Refer and coordinate violations to or with other departments or agencies, as appropriate, to abate nuisances; prepare reports on code enforcement issues for hearings and litigation.
- Review and edit code enforcement correspondence and reports prepared by other staff for appropriate content and use of technical resources.
- Prepare grant applications and performance reports associated with code enforcement program funding.
- Maintain accurate records and files; use a computerized database to maintain case records and requests for service; maintain appropriate confidentiality of sensitive information.
- Comply with state and local laws and follow department rules, regulations, and procedures.
- Assist sworn and higher level staff with assigned special projects.
- Build and maintain positive working relationships with co-workers, other City employees and the public using principles of good customer service.
- Perform related duties as assigned.

MINIMUM QUALIFICATIONS

Knowledge of:

- Local, State and Federal laws, ordinances, codes, City functions, policies, rules and regulations.
- Skilled investigation and inspection techniques.
- Advanced communication and conflict management skills.
- Methods and techniques of customer service practices as applied in person, by telephone or via written/electronic correspondence.
- Methods and techniques of effective training and development of educational programs and materials.
- Effective research and report writing.
- Principles and practices of good customer service including advanced methods and techniques of conflict resolution.
- Methods and techniques of basic videotaping and photography.
- Computer applications including database, spreadsheet, and word processing software.
- Research and report writing and principles of business correspondence.
- Principles and practices of leadership, supervision and training.
- English usage, spelling, punctuation, and grammar.
- Basic arithmetic.
- Record keeping methods and procedures.
- Principles and practices of work safety.

Ability to:

- Appropriately interpret applicable codes, ordinances and regulations and apply interpretations to a variety of challenging, unique and difficult situations.
- On a continuous basis, know and understand all aspects of the job. Intermittently analyze code sections and reports; identify and interpret technical and numerical information; observe and problem solve.
- Analyze, recommend and communicate appropriate solutions to complex and/or sensitive problems; appear in court and give testimony if required.
- Organize, plan, schedule and manage caseload and related projects as related to assigned responsibilities; conduct investigations and inspections related to code enforcement.
- Provide technical and functional supervision to lower level staff.
- Develop and recommend policies and procedures; interpret and apply administrative and departmental policies, laws and rules; analyze situations carefully and adopt an appropriate, effective course of action.
- Manage difficult customer complaints, public contacts and site visits; deal effectively, courteously and productively with angry and upset customers and members of the public.
- Work independently researching, diagnosing and proposing solutions to problems of the most complex nature.
- Coordinate and communicate with multiple departments and outside agencies in an effective manner.
- Train others in techniques and practices of code enforcement.
- Develop and present individual or group training related to assigned area of responsibility.
- Develop effective informational and educational material related to assigned area of responsibility.
- Operate a variety of office equipment, including computers and related software applications; type at a keyboard speed sufficient to provide for reliable and efficient data entry and retrieval.
- Assist in the development and monitoring of an assigned program budget; project, track and reconcile expenses.
- Make arithmetical computations rapidly and accurately.
- Provide high quality, economical services to the Citrus Heights community, placing emphasis on responsive customer service.
- Demonstrate a civic entrepreneurial spirit by generating new, innovative ideas and development of better methods to accomplish tasks and complete projects.
- Foster an environment that embraces diversity, integrity, trust and respect.
- Be an integral team player, which involves flexibility, cooperation and communication.
- Establish and maintain effective working relationships with those contacted in the course of work.
- Work with various cultural and ethnic groups in a tactful and effective manner.
- Use principles of effective office safety including use of equipment in a proper and safe manner, use of preventative personal ergonomic techniques, and maintenance of safe housekeeping in personal and common workspaces.
- Communicate clearly and concisely, both orally and in writing.
- Operate a personal computer with proficiency and familiarity.

Experience and Training

Any combination of experience and training that would provide the required knowledge and abilities is qualifying. A typical way to obtain the required knowledge and abilities would be:

Experience:

Three years of experience in a public sector environment performing difficult, sensitive, and technical code enforcement, vehicle abatement, building inspection, environmental health inspection or related activities; of which at least two years of full-time experience in the performance of duties similar to that of a Code Enforcement Officer II with the City of Citrus Heights.

Training:

- Equivalent to the completion of the twelfth grade is required.
- Supplemental course work or training in code enforcement, planning, law enforcement, construction, engineering, public administration, or related fields is highly desirable.

License or Certificate:

- Possession of, or ability to obtain, a valid California driver's license and proof of automobile liability insurance are required.
- Possession of an Advanced Code Enforcement Training Certificate (for example, as issued by the California Association of Code Enforcement Officials, the Statewide California Association of Code Enforcement Officials, or similar professional group, by an educational institution, or by a governmental agency) is highly desirable.

Special Requirements:

Work scheduled shifts, on call, overtime, evenings, weekends, and holidays, as assigned or required.

PHYSICAL/SENSORY REQUIREMENTS

Intermittently, sit at desk or while operating a vehicle; stand when performing inspection duties; walk around inspection sites; kneel, twist and bend in the office and the field while reviewing code related items; perform simple and power grasping, pushing, pulling, and fine manipulation; write or use a keyboard to communicate; and lift or carry weight of 25 pounds or less. Use oral and written communication skills; read and interpret complex data; thoroughly analyze and solve problems; exercise sound judgment in the absence of specific guidelines; use math and mathematical reasoning.

File:	Senior Code Enforcement Officer
FLSA:	Non-Exempt
Created:	December 2018
Revised:	