



## CITY OF CITRUS HEIGHTS

### CODE ENFORCEMENT OFFICER I CODE ENFORCEMENT OFFICER II

#### DEFINITION

To perform a variety of field and office tasks related to inspections and investigations 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.

#### DISTINGUISHING CHARACTERISTICS

Code Enforcement Officer I - This is the entry level class in the Code Enforcement Officer series. This class is distinguished from the journey by the performance of the more routine tasks and duties. Employees at this level are not expected to perform with the same independence of direction and judgment on matters allocated to the journey level. Since this class is typically used as an entry class, employees may have only limited related work experience. Employees work under immediate supervision while learning the full range of job duties and tasks.

Code Enforcement Officer II - This is the journey level class within the Code Enforcement Officer series. This class is distinguished from the entry level by the assignment of the full range of duties. Employees at this level receive only occasional instruction or assistance as new or unusual situations arise and are fully aware of the operating procedures and policies of the work unit. Incumbents handle the more complex and difficult situations and issues. Positions in this class are flexibly staffed and are normally filled by advancement from the entry level.

#### SUPERVISION RECEIVED AND EXERCISED

##### Code Enforcement Officer I

Receives immediate supervision from an assigned supervisor.

##### Code Enforcement Officer II

Receives general supervision from an assigned supervisor.

Exercises technical and functional supervision over less experienced technical and administrative support personnel.

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

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; and photograph or film violations for evidence; may testify at hearings or other court proceedings.

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.

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.

Maintain accurate records and files; use a computerized database to maintain case records and requests for service; maintain appropriate confidentiality of sensitive information.

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

### Code Enforcement Officer I

#### Knowledge of:

Principles and practices of good customer service including basic methods and techniques of conflict resolution.

Methods and techniques of basic video taping and photography.

Methods and techniques of basic inspections.

Basic computer applications including database, spreadsheet, and word processing software.  
Research and report writing and principles of business correspondence.

English usage, spelling, punctuation, and grammar.

Basic arithmetic.

Record keeping methods and procedures.

Principles and practices of work safety.

Ability to:

Research basic codes and regulations.

Learn to perform basic inspections and use video tape and photographic equipment to record evidence.

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.

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.

Learn local, State and Federal laws, ordinances, codes, City functions, policies, rules and regulations.

Learn to communicate via a police radio effectively.

Learn to use pepper spray to protect self in the field.

Learn effective conflict resolution methods and techniques.

Learn to use tools necessary to perform inspections in assigned area.

Provide information to customers and other agencies or departments in an effective manner.

Assist with implementing solutions to code violation problems and complaints.

Prepare correspondence and reports and maintain records and statistics.

Make simple arithmetical calculations.

Use principles of effective office and field 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.

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.

Communicate clearly and concisely, both orally and in writing.

Preserve confidentiality of sensitive information routinely encountered in the course of work.

Use a computer with proficiency and familiarity.

Work overtime, weekends, evenings, or holidays may be required under unusual circumstances.

### 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:

One year of full-time public contact experience requiring persuasive communications, searching source documents, and interpreting, explaining, and applying standards, guidelines, and policies related to regulatory laws and/or health and safety laws.

#### 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 desirable.

License or Certificate:

Possession of, or ability to obtain, a valid California driver's license and proof of automobile liability insurance are required.

Code Enforcement Officer II

In addition to the qualifications for the Code Enforcement Officer I:

Knowledge of:

Local, State and Federal laws, ordinances, codes, City functions, policies, rules and regulations.

Skilled investigation and inspection techniques.

Methods and techniques of effective training and development of educational programs and materials.

Advanced communication and conflict management skills.

Effective research and report writing.

Ability to:

Organize, plan, schedule and manage caseload and related projects as related to assigned responsibilities; conduct investigations and inspections related to code enforcement.

Appropriately interpret applicable codes, ordinances and regulations and apply interpretations to a variety of challenging, unique and difficult situations.

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.

Analyze, recommend and communicate appropriate solutions to complex and/or sensitive problems; appear in court and give testimony if required.

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.

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.

Assist in the development and monitoring of an assigned program budget; project, track and reconcile expenses.

#### 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, code enforcement or related activities; or three years of experience similar to that of a Code Enforcement Officer I 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 a 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.

Equal Opportunity Employer

It is the policy of the City of Citrus Heights not to discriminate against qualified employees or applicants because of race, color, religion, gender, sexual orientation, marital status, national origin, ancestry, citizenship, age, medical condition, physical or mental disability, or any other basis protected by law. Qualified individuals with a disability will receive reasonable accommodation, as required by the California Fair Employment and Housing Act (FEHA), and federal laws including the Americans with Disabilities Act (ADA) and Section 504, during any phase of the selection process, providing such request is made to Human Resources at least five working days in advance. Medical disability verification may be required prior to accommodation.

<b>File:</b>	Code Enforcement Officer I Code Enforcement Officer II
<b>FLSA:</b>	Non-exempt
<b>Created:</b>	01/01/02
<b>Revised:</b>	10/09/02 – Addition of mental and physical requirements
<b>Revised</b>	01/19/06 – Technical edits to reflect distinction between I and II levels; addition of EEO statement 10/15/10 – Corrected EEO Language
<b>Revised</b>	09/05/12 – Update experience requirement for II level from two (2) years to three (3) years. Removed PC 832 Requirement.
<b>Revised</b>	03/07/2016 – Title change from Neighborhood Enhancement Officer to Code Enforcement Officer