



Code Enforcement Supervisor

SUMMARY

Under general direction, plans, schedules, organizes, supervises, reviews, and evaluates the activities of the Code Enforcement function; recommends and implements specific departmental operational programs; provides complex administrative support to the Director of Municipal Services; and performs related work as required.

SUPERVISION RECEIVED AND EXERCISED

Receives general direction from the Director of Municipal Services. Exercises direct and general supervision over code enforcement personnel.

ESSENTIAL FUNCTIONS -- *Essential functions, as defined under the Americans with Disabilities Act, may include any of the following representative duties, knowledge, and skills. This list is ILLUSTRATIVE ONLY and is not a comprehensive listing of all functions and duties performed by incumbents of this class. Employees are required to be in attendance and prepared to begin work at their assigned work location on the specified days and hours. Factors such as regular attendance at the job are not routinely listed in job descriptions but are an essential function. Management reserves the right to add, modify, change or rescind the work assignments of different positions and to make reasonable accommodations so that qualified employees can perform the essential functions of the job. Essential duties and responsibilities **may** include, but are not limited to, the following:*

- Assists in management, development, and implementation of goals, objectives, policies, and priorities for the Department; recommends within departmental policy, appropriate service and staffing levels.
- Plans, manages, and oversees the daily functions, operations, and activities of the Code Enforcement function.
- Recommends and standardizes procedures and methods to improve the efficiency and effectiveness of code enforcement services and programs; continuously monitors and evaluates the efficiency and effectiveness of service delivery methods and procedures; assesses and monitors workload, available resources, materials, equipment, and supplies.
- Assists in coordinating the work plan for the assigned staff; meets with staff to identify and resolve problems; ensures coverage of staff for all shifts and assignments; assigns work activities, projects, and programs; monitors work flow; reviews and evaluates service delivery, methods, and procedures; makes recommendations for improvement and ensures maximum effective service provision.
- Trains, motivates, and evaluates assigned personnel; provides or coordinates staff training; works with employees to correct deficiencies.
- Patrols areas within the Town and enforces municipal codes and state ordinances, codes, and regulations; investigates reports of non-compliance and improperly permitted construction; secures investigation sites; prepares and issues notices of violation; removes abandoned dump sites, abandoned or inoperable vehicles, graffiti, illegal signage, and road hazards; inspects apartments; takes other appropriate actions.
- Communicates with the public and explains municipal codes, developmental codes, and health and safety codes, and associated violations; ensures violations are resolved in a timely manner; conducts follow-up inspections, and prepares notices to vacate, if necessary.

- Maintains detailed documentation of any violations, including photographs, location, contact information, description of violation, abatement period, conversations, and evidence.
- Prepares specialized reports and maintains records, logs, and files of activities related to code enforcement inspections and activities; prepares cases and complaints for court action.
- Reviews and updates local codes and assists in making interpretations and decision concerning technical problems related to code violations; recommends code revisions to achieve practical and equitable regulations.
- Issues parking and misdemeanor court citations; participates in court hearing procedures regarding citations; provides testimony at administrative hearings.
- Writes abatement and inspection warrants for supervisor and judge review; directs and oversees contractors during warrant abatement to ensure compliance with proper procedures.
- Ensures completion of appropriate paperwork and forms for legal action, including complaint forms, notices of violation, case dispositions, extension forms, notices to abate, citations, warrants, and other documentation.
- Responds to calls from citizens, Town Council, management, and other departments; investigates complaints involving code violations.
- Works with other departments to ensure compliance with municipal codes and issuance of permits and licenses.
- Establishes and maintains positive community relations through programs, demonstrations, and public assistance regarding municipal code enforcement; and answers the most complex questions.
- Performs other duties as assigned.

DISTINGUISHING CHARACTERISTICS

This is the full supervisory-level class in the code enforcement series and is responsible for overseeing code enforcement activities, including field patrol, investigation, and enforcement of municipal codes. While the incumbents may respond to calls for service or become involved with investigations, the primary responsibilities are supervisory and administrative, including the coordination of activities with those of other Town departments. This class is distinguished from the Director of Municipal Services in that the latter has overall responsibility for maintenance and operations of streets, storm drains, fleets, wastewater collections systems, waste management, code enforcement, solid waste related grant programs, administrative oversight of Apple Valley Choice Energy, and development and implementation of and interpreting public policy.

MINIMUM QUALIFICATIONS

Education, Training, and Experience Guidelines

An equivalent combination of training and experience that would provide the required knowledge, skills and abilities may be considered. A typical way to obtain the required qualifications would be:

Minimum of an Associate's degree in business, public administration, or related field and five (5) years of experience in the enforcement and communication codes, ordinances, and regulations, including two (2) years of supervisory experience. Bachelor's degree from an accredited four-year college or university with major coursework in business, public administration, or a related field is preferred.

LICENSE AND CERTIFICATION REQUIREMENTS

- Valid California class C driver's license with satisfactory driving record and automobile insurance.

- California POST PC 832 and California Association of Code Enforcement Certified Code Enforcement Officer certifications are required within six months following employment.

Knowledge of:

- Principles and practices of employee supervision, including work planning, assignment, review and evaluation, and the training of staff in work procedures.
- Applicable Federal, State, and local laws, codes, court decisions, and regulations, including administrative and departmental policies concerning the operation of the code enforcement function.
- Organization and management practices as applied to the analysis and evaluation of programs, policies, and operational needs of the assigned department.
- Principles, practices, methods, and techniques of code violation investigation and compliance.
- Practices for documenting inspections, correcting violations, and carrying through on court procedures.
- Techniques and practices of public speaking and making presentations to small groups.
- Principles of record keeping and reporting.
- Modern office practices, methods, and use of computer equipment.
- Computer applications related to the work.
- English usage, grammar, spelling, vocabulary, and punctuation.
- Techniques for dealing with and solving the problems presented by a variety of individuals from various socio-economic, cultural and ethnic backgrounds, in person and over the telephone.
- Techniques for providing a high level of customer service to public and Town staff, in person and over the telephone.

Ability to:

- Recommend and implement goals, objectives, and practices for providing effective and efficient services.
- Plan, organize, schedule, assign, review, and evaluate the work of staff.
- Train staff in work procedures.
- Evaluate and recommend improvements in operations, procedures, policies, or methods.
- Research, analyze, and evaluate new service delivery methods, procedures and techniques.
- Make sound, independent decisions in day-to-day activities and in emergency situations.
- Prepare clear and concise reports, correspondence, policies, procedures, and other written materials.
- Analyze, interpret, summarize, and present administrative and technical information and data in an effective manner.
- Interpret, explain, and ensure compliance with Federal, State, and local laws, codes, regulations, and ordinances.
- Prepare, maintain, and update accurate and detailed documentation of inspection findings and other written materials, records, logs, and reports.
- Professionally and effectively represent the department and Town in meetings with governmental agencies, community groups, various businesses, professional and regulatory organizations, and in meetings with property owners, developers, contractors, and the general public.
- Identify and be responsive to community issues, concerns, and needs.
- Effectively respond to calls for services at all hours.
- Access, retrieve, enter, and update information using a computer terminal.

- Make accurate mathematic computations.
- Maintain accurate records and files of work performed.
- Organize work, set priorities, and meet critical deadlines.
- Operate modern office equipment, including computer equipment and software programs.
- Use English effectively to communicate in person, over the telephone, and in writing.
- Use tact, initiative, prudence, and independent judgment within general policy, procedural, and legal guidelines.
- Establish and maintain effective working relationships with employees and those contacted in the course of the work.

PHYSICAL DEMANDS AND WORKING ENVIRONMENT

Must possess mobility to work in a standard office setting and use standard office equipment, including a computer; to operate a motor vehicle, to visit various meeting sites, to inspect various Town and residential sites, and to walk on uneven terrain; vision to read printed materials and a computer screen; and hearing and speech to communicate in person, before groups and over the telephone. The job involves field inspection work requiring frequent walking at inspection site areas to monitor performance and to identify problems or hazards; traversing uneven terrain, periodically standing, stooping, bending, climbing and kneeling to perform the work. Finger dexterity is needed to access, enter and retrieve data using a computer keyboard or calculator and to operate standard office equipment, cameras and computers; grasp tools; and inspect electrical devices. Positions in this classification occasionally bend, stoop, kneel, reach, climb, push and pull drawers open and closed to retrieve and file information. Employees must possess the ability to lift, carry, push, and pull materials and objects of 50 pounds, as necessary to perform job functions.

Employees work indoors and outdoors, and are exposed to loud noise levels, cold and hot temperatures, inclement weather conditions, vibration, confining workspace, chemicals, mechanical and/or electrical hazards, and hazardous physical substances and fumes. Employees may interact with upset staff and/or public and private representatives in interpreting and enforcing departmental policies and procedures.

**FLSA designations cannot be assigned to a class. An employer must show that each employee meets every requirement of the claimed exemption. The FLSA designation listed above is for general administrative guidelines.*