



May 2007
FLSA: NON-EXEMPT

COMMUNITY ENHANCEMENT OFFICER

DEFINITION

Under general supervision, performs a variety of duties involved in the enforcement and communication of municipal codes and state laws, codes, ordinances, and regulations; provides information and general assistance to homeowners, tenants and the public; and performs related work as required.

SUPERVISION RECEIVED AND EXERCISED

Receives general supervision from the Code Enforcement District Supervisor. No supervision of staff is exercised. Supervises work release workers and trustees from the jails.

CLASS CHARACTERISTICS

This is a single-position journey-level class in the Code Enforcement division. The incumbent performs a variety of complex municipal code enforcement duties, including field patrol, investigation and issuance of violation notices. Responsibilities include overall supervision and direction of work release workers and trustees from jail, which is what distinguishes this class from other Code Enforcement Officer, who only perform this function in the absence of the Community Enhancement Officer. This class is further distinguished from the Code Enforcement District Supervisor in that the latter is the highest level in the code enforcement class series and provides supervisory responsibilities for the code enforcement function, including training, scheduling, and discipline.

EXAMPLES OF ESSENTIAL JOB FUNCTIONS (Illustrative Only)

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.

- Supervises work crews consisting of work release workers and trustees from the jails; plans, directs, and oversees work plans and assignments; works with crews to correct deficiencies; implements disciplinary procedures and resolves conflicts; terminates assignments, if necessary.
- 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; takes other appropriate actions.
- Communicates with and explains to the public municipal codes, developmental codes, 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.

- Issues misdemeanor court citations; participates in court hearing procedures regarding citations.
- 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 disposition, extension form, notice 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 of 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 related questions.
- Prepares reports and maintains records, logs, and files of activities; prepares cases and complaints for court action.
- Inspects, cleans, and performs preventive maintenance on vehicle such as checking oil, water, tires, and lights, and related maintenance duties.
- Assists Animal Control Officers with enforcement of codes.
- Performs other duties as assigned.

QUALIFICATIONS

Knowledge of:

- Basic principles of supervision and training.
- Principles, practices, methods, and techniques of code violation investigation and compliance.
- Methods and procedures used in code compliance including citation issuance procedures, methods used to obtain various types of inspection warrants, and principles used to prepare legal documents.
- Practices for documenting inspections and correcting violations.
- Applicable Federal, State, and local laws, codes, and regulations including administrative and departmental policies.
- Legal descriptions and boundary maps of real property and legal terminology as used in code compliance.
- Occupational hazards and standard safety practices necessary in the area of animal services.
- Techniques and practices of public speaking and making presentations before small groups.
- Principles of record keeping and reporting.
- Modern office practices, methods, and 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:

- Plan, schedule, assign, and oversee activities of work release workers and trustees from jail.
- Train others in proper and safe work procedures.
- Explain and interpret a variety of codes, ordinances, legal descriptions, Town policies and procedures, and other regulations to property owners, residents, and others.
- Interpret, explain, apply, and enforce applicable Federal, State, and local laws, codes, and regulations, including administrative and departmental policies.

- Investigate code violations and respond to inquiries, complaints, and requests for service in a fair, tactful, and timely manner.
- Access, retrieve, enter, and update information using a computer terminal.
- Prepare, maintain, and update accurate and detailed documentation of inspection findings and other written materials, records, logs, and reports.
- Effectively represent the Town in meetings with community groups, property owners, business owners, and the public.
- Operate a two-way radio.
- Make accurate mathematic computations.
- Maintain accurate records and files of work performed.
- Understand and carry out oral and written instructions.
- Organize work, set priorities, meet critical deadlines, and exercise sound, independent judgment within established guidelines.
- 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.

Education and Experience:

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

Equivalent to the completion of the twelfth (12th) grade and at least one (1) year of experience in the enforcement and communication codes, ordinances, and regulations.

License:

- Valid California class C driver's license with satisfactory driving record and automobile insurance.
- PC 832 of the Peace Officers Training class within six months following employment.

PHYSICAL DEMANDS

Must possess mobility to work in a standard office setting and use standard office equipment, including a computer; to operate a motor vehicle, 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 necessary to perform job functions.

ENVIRONMENTAL ELEMENTS

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.