



Code Compliance Officer

Department/Division:	Community Development
Reports To:	Senior Code Compliance Officer
Provides Direction To:	Not Applicable
Date Updated:	July 16, 2022

GENERAL PURPOSE

Under general supervision, investigates and responds to complaints or inquiries and determines whether potential violations of the municipal code, zoning code, sign and land use ordinances or other pertinent codes, exist; works with property owners to achieve voluntary compliance with standards; and performs related duties as required.

DISTINGUISHING CHARACTERISTICS

The Code Compliance Officer performs a variety of code enforcement inspections and is differentiated from the Senior Code Compliance Officer, who provides technical direction to code compliance and parking enforcement personnel, and handles more complex and sensitive enforcement matters.

ESSENTIAL DUTIES AND RESPONSIBILITIES

The duties listed below are intended only as illustrations of the various types of work that may be performed. The omission of specific statements of duties does not exclude them from the position if the work is similar, related or a logical assignment to this position.

1. Patrols areas and conducts technical field inspections to determine compliance of residential, commercial and industrial buildings with the municipal code, zoning ordinances, special use and other conditioned permits, sign ordinances, and other pertinent codes.
2. Receives public complaints; conducts on-site inspections and researches codes to determine existence and types of potential code violations.
3. Explains and strives to attain voluntary and timely compliance with existing ordinances by property owners and residents; conducts conferences with violators.
4. Prepares written reports and electronic records, memos, and correspondence for accurate documentation and case files showing inspections and enforcement actions; issues administrative citations and notices to appear.

5. Prepares informational materials for distribution to residential and business property owners, such as trash collection standards and landscaping guidelines.
6. Prepares cases for court proceedings of unresolved cases; maintains related files; testifies in court actions, as needed.
7. Assists in code compliance and enforcement actions involving business licenses, as needed; participates in multi-agency task force operations.
8. Prepares inspection activity records and updates information regarding open and closed violations.
9. Assists other departments or government agencies to gain compliance regarding hazardous waste, overgrown vegetation, water conservation, and potential pollution problems.
10. Serves on call to respond to emergency situations and maintenance needs and may work extended hours on weekdays, work nights, and weekends.

QUALIFICATIONS GUIDELINES

Knowledge of:

Methods, procedures and techniques used in the interpretation, application and enforcement of various zoning, health, safety, public nuisance, and business license codes and regulations; general characteristics of a wide variety of business and residential structures; investigative techniques useful in inspecting residential, business and nonconforming land use activities to ensure compliance with code and ordinance requirements; informational interviewing techniques; simple research and statistical methods; modern office policies and procedures.

Ability to:

Interpret and explain code provisions to property owners and others in a courteous and effective manner; develop and use an orderly process to assure compliance of local codes and ordinances; read blueprints and landscaping plans; enforce codes with sensitivity, tact and impartiality, and when necessary, firmness; communicate clearly and concisely, orally and in writing; establish and maintain effective working relations with employees in other departments, other agency personnel, and the general public; perform field inspections, investigations, and enforce applicable codes and ordinances; collect pertinent evidence and take photographs at properties in violation; operate computer hardware and use word processing and spreadsheet software, and other applications.

Education/Training/Experience:

Any combination equivalent to experience and education that could likely provide the required knowledge and abilities. A typical way to obtain the knowledge and abilities would be:

Experience:

Two or more years of experience in municipal code enforcement, inspection, investigative, or public contact work.

Licenses/Certificates/Special Requirements:

Valid Class C California driver's license, acceptable driving record, and proof of insurance in compliance with the City's Vehicle Insurance Policy standards.

Penal Code 832 Certificate is desired prior to employment or ability to obtain the certification within six months of the date of hire.

CACEO Basic Code Enforcement certification is desirable.

PHYSICAL AND MENTAL DEMANDS

The physical and mental demands described here are representative of those that must be met by employees to successfully perform the essential functions of this class. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

Physical Demands

While performing the duties of this job, the employee is regularly required to use hands to finger, handle, feel or operate objects, tools, or controls and reach with hands and arms. The employee frequently is required to stand and talk or hear; walk; sit; occasionally climb or balance; stoop, kneel, crouch, or crawl. The employee is expected to remove illegal temporary signs in the City as required.

Specific vision abilities required by this job include close vision, distance vision, color vision, peripheral vision, depth perception, and the ability to adjust focus.

Mental Demands

While performing the duties of this class, employees are regularly required to use written and oral communication skills; read and interpret data, information and documents; analyze and solve problems; use math and mathematical reasoning; observe and interpret situations; learn and apply new information or new skills; work under deadlines with constant interruptions; interact with City staff and other organizations; and occasionally deal with dissatisfied or quarrelsome individuals.

WORK ENVIRONMENT

The work environment characteristics described here are representative of those an employee encounters while performing the essential functions of this class. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

This position performs work in both office and field settings. In the field, the employee is subject to traffic and variable weather conditions and walks on uneven surfaces during inspection activities. The employee may be exposed to background loud construction noise at some sites exceeding 85 decibels. The employee may be required to use Personal Protective Equipment at some property inspection sites.

The employee may work with upset persons in interpreting and enforcing departmental policies and procedures and pertinent codes.