



## Code Compliance Supervisor

Department/Division:	Community Development
Reports To:	Director of Community Development
Provides Direction To:	Sr./Code Compliance Officer, part-time Parking Enforcement Officer
Date Prepared:	January 18, 2023

### GENERAL PURPOSE

Under general supervision, supervises, prioritizes, assigns and reviews the work of staff responsible for providing code compliance services for the City to ensure uniform enforcement of a wide variety of codes, regulations, and ordinances that impact commercial, industrial, and residential properties. The Code Compliance Supervisor participates in all work activities of the Code Compliance program including overnight parking.

### DISTINGUISHING CHARACTERISTICS

The Code Compliance Supervisor is a supervisory level classification of the Code Compliance series that is expected to perform the full range of duties and differentiated from the Senior Code Compliance Officer by responsibility for the effective implementation of the City's Code Compliance program ensuring compliance with regulations, standards, and City policies. The Code Compliance Supervisor provides direct supervision to parking enforcement personnel and code compliance personnel for compliance with municipal ordinances and other administrative practices.

### ESSENTIAL DUTIES AND RESPONSIBILITIES

The essential 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. Lead, plan, assign, supervise and review the work of staff involved in the City's code compliance program ensuring that work is performed in a timely manner and in conformance with established policies, procedures and regulations.
2. Perform the full range of code enforcement duties; perform a variety of field and office work in support of the code compliance program; enforce compliance with City regulations and ordinances including those pertaining to zoning, land use, nuisance housing, building codes, health and safety, blight, parking, and other matters of public concern.

3. Plan, direct, and participate in the investigation of potential violations and the enforcement of municipal codes, ordinances, standards, conditions of discretionary approvals, and health and safety regulations; document violations by securing photographs and other pertinent data; research ownership records, prior complaints, municipal codes and ordinances, and State regulations to establish whether a violation has occurred.
4. Administers annual overnight parking permit program, including applications and reporting, as well as the servicing of permit machines and handling of complaints.
5. Determines alternative methods to achieve code compliance involving application of related laws, ordinances, and regulations; consults with City Attorney, City staff, property owners, Police and Fire Departments and other City departments.
6. Directs the preparation of cases for legal action, summarizing evidence gathered in the course of periodic inspections; appears in Court or administrative hearings to present testimony.
7. Recommends and writes code revisions to achieve practical and equitable regulations; coordinates code and ordinance enforcement efforts with other Agencies, City departments and divisions to review and update information regarding city ordinances and regulations.
8. Keeps the Director of Community Development apprised of community issues and/or concerns related to community improvement and neighborhood preservation and enhancement; works effectively and closely with other Community Development divisions to ensure coordination and efficiency within the department.
9. Receive, respond to and resolve difficult and sensitive citizen inquiries and complaints, reports from other agencies and departments on alleged violations of City zoning and related municipal codes and ordinances.
10. Maintains accurate statistical records and prepares reports; develops form letters for the department; attends and participates in meetings and professional seminars related to code compliance activities.
11. Advises subordinate personnel on job-related matters; evaluates performance and provides assistance in improving skills and abilities; resolves conflicts or problematic situations arising out of assignments; creates positive work environment; maintains discipline and initiates corrective action; ensures compliance with safety practices and policies.
12. Serves on call to respond to emergency situations and maintenance needs and may attend meetings on evenings and/or weekends related to community improvement projects; may make presentations or respond to questions regarding such activities.

## **QUALIFICATIONS GUIDELINES**

**Knowledge of:**

Principles and methods of investigation utilized in code enforcement inspections and enforcement; applicable laws, ordinances, and codes; technical terminology used in zoning, including regulations and requirements for court evidence documentation; principles and techniques of investigation; court procedure; criminal and civil law; legal rights of citizens; rules of evidence; building, housing, parking, and abatement codes; and principles and practices of municipal zoning and land use regulations; office methods and procedures; principles of effective supervision and management. Geographical characteristics of the City and enforcement needs in each area, district or neighborhood.

**Skills to:**

Investigate zoning, code, and other complaints; operate modern office equipment including computer equipment; utilize basic computer software packages such as, but not limited to, word processing, spreadsheet, database, and presentation software; perform data and project analysis related to code compliance programs; interpret and explain a variety of codes, ordinances, and other regulations to the public; and operate a motor vehicle safely.

**Ability to:**

Review, analyze, and evaluate code enforcement cases and problems; and to take effective action for their correction; provide effective lead assistance in difficult code or ordinance enforcement cases; communicate clearly and concisely, both orally and in writing; train, supervise and evaluate assigned staff; deal effectively with the public and obtain compliance with City codes; identify and respond to sensitive community and organizational issues, concerns and needs; provide excellent customer service and positively interact with the general public, department managers and employees; effectively operate and retrieve data from computer and other devices used to maintain building code information; maintain a calm and professional demeanor when interacting with customers who may have questions or concerns about the interpretation and enforcement of rules and regulations; and operate a two-way radio and other communication devices.

**Experience /Training/ Education:**

Any combination of experience and education that could likely provide the desired knowledge and abilities. A typical way of obtaining the knowledge and abilities would be:

**Education:** Graduation from high school or equivalent required. College-level courses in building inspection/construction, business administration, management and supervision, psychology, law enforcement, or related field desirable.

**Experience:** Five years of experience as a full-time Code Compliance Officer with a public agency including at least one year of lead or supervisory responsibility.

## **Licenses and Certificates:**

California Association of Code Enforcement Officers (CACEO) Code Enforcement Officer Certificate or equivalent certification required. Certification from CACEO in either Advanced or Supervisory modules is preferred.

Must obtain prior to hire/promotion, and continuously maintain, PC 832 Certification.

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

## **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 position. 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 frequently required to use hands to finger, handle, feel or operate objects, tools, or controls; and reach with hands and arms. The employee is frequently 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, 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; 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.