

CITY OF BRISBANE

CODE ENFORCEMENT OFFICER

Definition

Under the general supervision of the Police Commander, performs work to facilitate compliance with City Municipal codes, ordinances, California Codes, conditions of approval and resolutions relating to public nuisances, planning, zoning, construction, business licensing, animal control, and other associated disciplines. Works collaboratively with other City departments and other agencies on code enforcement activities. Performs other related work as required.

Class Characteristics

This is a journey-level, non-sworn support position that provides considerable enforcement support to operations staff requiring mature judgment and the ability to work independently.

Examples of Duties (Illustrative Only)

- Educate the public regarding code requirements. Make presentations to community groups, business organizations, and school programs about Code Enforcement and work closely with such groups to solve neighborhood problems.
- Work closely with homeowners, business, and community groups to enhance and preserve the quality of neighborhoods through public relations, educational, and code enforcement activities.
- Assists in resolving complex and sensitive customer services issues, either personally, by telephone, or in writing; maintains records and documents of customer service issues and resolutions.
- Respond to citizen complaints regarding code violations; exercise appropriate judgement in prioritizing calls; provide information to the public by phone and in person regarding code regulations.
- Investigate reported or suspected violations and conduct field checks to confirm possible violations of City or California codes and ordinances, including zoning, nuisance, property maintenance, and housing. Contact responsible individuals in person and in writing; perform follow-up investigations to see that remedial action has been taken.
- Gather supporting evidence, maintain case files (both computer and hard files) and, as necessary, prepare investigation reports regarding violations.
- Coordinate inspections and disposition of cases with public works, building, fire, planning, police, county health officials, and other agencies.
- Prepares and issues citations, violations, and other notices that outline proper repair, correction methods, time limits, permits, and all necessary remedial work required; posts notices relating to required abatements.
- Cites vehicles and coordinates the removal of abandoned and illegally parked vehicles; maintains reports on vehicle towing activities.
- May assist in preparing and presenting information to the Planning Commission, City Council, Administrative Hearing Board, and courts of law.
- Participate in and often coordinate joint code enforcement activities with other agencies.

Qualifications

Knowledge of:

- Basic investigation techniques.
- Principles of customer service.

- Basic principles, practices, and techniques of zoning and code enforcement.
- Common California codes relating to property maintenance, housing and enforcement, and municipal codes, ordinances, and resolutions related to public nuisances, planning, and zoning.
- Effective and efficient techniques of public education, field inspections for code compliance, gathering and analyzing evidence and data, and preparing and presenting reports.
- Safe and efficient work practices as they relate to code enforcement.

Ability to:

- Read, understand, interpret, and apply laws, regulations, ordinances, resolutions, policies, and other documents associated with enforcement duties.
- Maintain a positive attitude and work as a highly effective team member of the Code Enforcement Program and Department.
- Communicate effectively, both verbally and in writing.
- Prepare and make verbal presentations to small and large groups.
- Prepare factually clear, concise, and complete written reports and correspondence.
- Exercise good customer service skills with the public, outside agencies, and staff.
- Interact tactfully to gain voluntary compliance with City codes.
- Identify code violations and exercise proper judgement in determining the degrees of compliance with various laws and determine appropriate course of action.
- Assist City staff with interpretation and application of the codes used. Coordinate enforcement and inspection functions with other City department.
- Competently use a desktop computer to record, organize, and monitor all code enforcement activities.
- Follow established work procedures and practices, including adherence to sound safety practices.
- Work a varied schedule, independently and with initiative.
- Drive a vehicle safely.
- Perform inspections on substandard or unsafe properties, which may require climbing, crawling, kneeling, and bending.
- Interview witnesses and violators in a highly effective and professional manner.
- Apply investigative techniques useful in ensuring compliance with appropriate codes and ordinances.
- Respond to inquiries, complaints, and requests for service in a fair, tactful, and firm manner.
- Maintain and update records, logs, and reports.
- Interact positively and cooperate with coworkers, respond politely to customers, work as a team member, function under demanding time pressure, respond in a positive manner to supervision, and attend work and perform duties on a regular and consistent basis.

Skill in:

- Making effective presentations to groups.
- Preparing and promoting public education materials.
- Word processing and database management with speed and accuracy.
- Using office automation and software applications.

Education and Experience:

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

Education: Possession of an AA degree in a related field. Additional education and training in writing, public speaking, and areas related to code enforcement are desirable.

Experience: A minimum of one year of full-time, relevant public contact work experience, with occasional public speaking, requiring problems solving and/or field investigation in code enforcement, law enforcement, investigations, or a comparable field that would provide the requisite knowledge needed to succeed in this position. Experience in the enforcement of municipal, planning, and zoning codes, working with building or planning permits at a public or private agency, or prior police officer experience is desirable.

License:

Possession of or the ability to obtain an appropriate, valid California driver's license, and have a satisfactory driving record. Possession of or the ability to obtain within 12 months from hire date, current certification as a Code Enforcement Officer from the California Code Enforcement Corporation (CCEC); or certification as a Housing Inspector from the International Conference of Building Officials (ICBO – through the American Association of Code Enforcement).

Working Conditions:

Work in a standard office environment and in the field. The ability to travel from different sites and locations; drive safely to different sites and locations; work in all weather conditions, including wet, hot, and cold; maintain a safe driving record; maintain a neat and clean appearance; work protracted and irregular hours and evening meetings or off-shift work for meeting attendance or participation in specific projects or programs; available for evening meetings.

Physical Demands:

Able to use standard office equipment, including a computer; sit, stand, walk, and maintain sustained posture in a seated or standing positions for prolonged periods of time; vision to read printed materials and a computer screen; hearing and speech to communicate in person, over the telephone, and to make presentations; operate a motorized vehicle; lift and carry 35 pound boxes, files, and materials.

Approved Date: August 20, 2015
Resolution: 2015-36

Revised Date:
Resolution:

Bargaining Unit: N/A - Hourly Pay Scales
Resolution: 2015-36

Former Titles:

Abolished: