

## **CODE ENFORCEMENT TECHNICIAN**

Salary Range: 14 (AFSCME Public Service Employees)

### **DEFINITION**

Under general supervision, performs various tasks and fieldwork related to the City's code compliance program, including provision of assistance to the public with questions and concerns at the front counter and over the telephone related to inspections and investigations to ensure compliance with City codes and regulations in the area of housing, zoning, blight, nuisance, abatement, signage, vehicles, and environmental or other neighborhood-related improvement issues; and performs related work as required.

### **DISTINGUISHING CHARACTERISTICS**

This is a journey-level class in code enforcement that independently performs a variety of routine to moderately complex inspections and code enforcement duties. Responsibilities include the authority to cite violators and make recommendations to initiate court proceedings for compliance. This includes property maintenance, zoning, abandoned vehicles, weed abatement, signs and some code compliance of the uniform building code.

### **SUPERVISION RECEIVED AND EXERCISED**

Incumbents receive general supervision from the Director overseeing housing initiatives and or designee, and may exercise technical and functional direction and assistance to assigned staff.

### **ESSENTIAL DUTIES, KNOWLEDGE, AND ABILITIES**

Duties may include, but are not limited to the following:

- Receive, process, and investigate complaints and inquiries regarding code violations; communicate with parties involved in issues or violations using diplomacy and tact; and determine appropriate solutions and respond using a problem solving approach.
- Assist with administrative duties in support of department operations; assist in answering Code Enforcement phone line; explain department operating policies and procedures to the public; respond to questions related to department operations by providing general information or by referral to the appropriate staff member.
- Provide and disseminate information, both in person and on the phone, to assist the public and provide basic information regarding Code Enforcement and Code Enforcement regulations and processes.
- Research and prepare technical and administrative reports as assigned; prepare documents for administrative hearings; assist in preparing written material, manuals, forms, and other documents; assist with collection and processing of fees; and input appropriate data into the Code Enforcement service request system.
- Conduct drive-by field verifications; plan and maintain schedules; assist with monitoring and follow up on compliance and report problems; and photograph violations for evidence.
- Provide information to violators, the general public, business community and other governmental agencies regarding codes, laws and ordinances; and, respond to questions and inquiries.
- Assist with maintenance of accurate records and files; maintain database for vehicle

abatement program; and maintain appropriate confidentiality of sensitive information.

- Learn about applicable codes, ordinances, regulations, laws and policies as related to assigned duties; use special communication and self-protection tools as applicable to the job.
- Initiate contact with residents, business representatives and other parties to explain the nature of incurred violations and to encourage compliance with municipal codes, ordinances, and community standards; initiate abatement of dangerous properties and vector control issues of vacant properties; provide confirmation to public by telephone and in person regarding code regulations.
- Prepare notices of violation and write citations according to applicable codes and regulations; issue letters to property owners notifying them of violations; as appropriate, affix notices of violation on properties to abate fire and public safety hazards and public nuisances.
- Coordinate and conduct follow-up abatement procedures including the preparation of additional correspondence, site visits, and communication with property owners and attorneys; conduct follow-up investigations to ensure compliance with applicable codes and ordinances; prepare non-compliance cases for legal action.
- Establish and maintain accurate and complete case files; prepare documents and evidence for court proceedings; may testify in hearings and court proceedings as required.
- Make drive-by or on-site inspections of residential, industrial, and/or commercial areas; note possible violations at other property sites during the course of field investigations.
- Provide information to violators, the general public, business community and other government agencies regarding codes, laws and ordinances; responds to questions, complaints and inquiries.
- Maintain files and records related to citations and violations; prepare a variety of written reports, memoranda and correspondence.
- Conduct field review as necessary to assess all pertinent issues of the assigned project.
- Input and retrieve a variety of information using a variety of computer programs.
- May provide follow-up and regulation inspection of projects under construction to ensure compliance with the conditions of project approval.
- Perform other duties as assigned.

## **EMPLOYMENT STANDARDS**

### **Knowledge of:**

- 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, correcting violations, and carrying through on court procedures.
- Basic requirements of building, planning, and zoning permit process and plans examining, and related codes, ordinances, and regulations.
- 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.
- Research methods, standards, techniques, and terminology related to building code compliance and the construction industry.
- Occupational hazards and standard safety practices necessary in the area of code compliance.
- Principles of record keeping and reporting.
- Operational characteristics of code compliance equipment and tools.
- Business arithmetic.
- Modern office practices, methods and computer equipment.
- Computer software and database programs used to record, document and track code enforcement violations, used to schedule and maintain calendars, and used to prepare staff reports and other correspondence.
- 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 City staff, in person and over the telephone.

**Ability to:**

- Explain and interpret a variety of codes, ordinances, legal descriptions, City policies and procedures and other regulations to property owners, residents, and others.
- Interpret and apply 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.
- Read and interpret technical written material, maps, plans, blueprints, schematics and legal descriptions.
- Understand basic methods of photography.
- Prepare, maintain and update accurate and detailed documentation of inspection findings and other written materials, records, logs, and reports.
- Analyze and compile technical information on code investigations and violations.
- Effectively represent the City in meetings with governmental and regulatory agencies, community groups, property owners, contractors, developers, business owners and the public.
- Operate a variety of tools and field testing equipment including, but not limited to, hand held radios, measuring devices and photo-documentation methods.
- Organize work, set priorities, meet critical deadlines, and exercise sound, independent judgment within established guidelines.
- Make accurate mathematic computations.
- Maintain accurate records and files of work performed.
- Understand and carry out oral and written instructions.

- 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.

**Minimum Qualifications:**

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

Equivalent to completion of the twelfth (12th) grade supplemented by courses in law compliance, building inspection or a related field and one (1) year of experience in the compliance of zoning laws and building codes with a public agency. This work must have included significant public contact and the exercise of investigative or inspection skills.

**Highly Desirable Education:**

Some progress towards a certification as a Building Inspector or Code Compliance Officer by the International Conference of Building Officials, the International Code Council, the California Association of Code Enforcement Officers, or the American Association of Code Enforcement is highly desirable.

**GENERAL QUALIFICATIONS****License Requirements:**

- A valid California Class C driver license or higher with a satisfactory driving record is required. Individuals who do not meet this requirement due to a disability will be reviewed on a case-by-case basis.

**Physical Requirements**

Must possess mobility to work in a standard office setting and use standard office equipment, including a computer; to operate a motor vehicle and to inspect various City sites; vision to read printed materials and a computer screen and make inspections; color vision to inspect electrical wiring; smell to detect gas or sewage leaks; touch to determine hot and cold water fixtures; 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 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; occasionally bend, stoop, kneel, reach, climb, push and pull drawers open and closed to retrieve and file information; occasionally lift, move, and carry objects that typically weigh up to 40 pounds, and must be able to physically remove signs or other postings from public property.

**Working Conditions**

Employees work in the field and in the office, and are occasionally exposed to loud noise levels, cold and hot temperatures, inclement weather conditions, road hazards, vibration, confining workspace, chemicals, mechanical and/or electrical hazards, and hazardous physical substances and fumes. Employees may interact with upset members of the public in interpreting and enforcing departmental policies and procedures. Incumbent may be required to work various shifts on evenings, weekends, and holidays.

**FLSA: NE**

This job specification should not be construed to imply that these requirements are the exclusive standards of the position. Not all duties are necessarily performed by each incumbent. Additionally, incumbents may be required to follow any other instructions and to perform any other related duties as may be required by their supervisor.

*Adopted: September 2020*