

MANAGER OF HOUSING AND CODE COMPLIANCE

Salary Range: 3 (Management Salary Schedule)

DEFINITION

Under general direction from the Director of Economic and Community Development, plans, organizes, directs, promotes and coordinates housing programs, and revitalization strategies for the City, including but not limited to Community Development Block Grant, General Plan Housing Element, Community Investment Plan and other related strategic objectives. In addition, manages, and coordinates the activities and operations of the City's Code Compliance Program.

DISTINGUISHING CHARACTERISTICS

This is a single-position management classification. The incumbent is expected to independently perform various program activities, exercise a high degree of independent judgment, and operate under minimal supervision.

SUPERVISION RECEIVED AND EXERCISED

The incumbent reports directly to the Director of Economic and Community Development or designee, and is responsible for providing direct and/or indirect supervision to assigned professional, technical, and administrative staff.

EXAMPLES OF DUTIES, KNOWLEDGE, AND ABILITIES

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

- Manages residential rehabilitation programs, community development block grant programs, including the Façade program, and all Housing Element programs.
- Works closely with homeowners, landlords, contractors, developers, business owners and property owners to provide program related information and resolve concerns.
- Provides information to the public regarding housing programs; including counseling and advising applicants on program eligibility requirements, assisting applicants in preparing and processing application packages, receiving and screening applicant information, conducting interviews, and determining eligibility for housing programs.
- Plans, organizes and supervises the activities of assigned professional, technical and clerical staff.
- Supervises, trains, and evaluates personnel on work procedures, standards and safety practices; reviews work in progress or upon completion for compliance with standards; prepares documentation and improvement plans and recommends disciplinary action as necessary.
- Prepares ordinances in order to implement housing element policies.
- Develops, implements, and manages the code compliance program.
- Receives, records, and investigates complaints from the public and staff regarding violations

of municipal codes, ordinances, standards, and health and safety regulations; documents violations by securing photographs and other pertinent data; researches ownership records, prior complaints, municipal codes and ordinances, and state regulations to establish whether a violation has occurred.

- Initiates 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; initiates abatement of dangerous properties and vector control issues of vacant properties; provides confirmation to public by telephone and in person regarding code regulations.
- Prepares notices of violation and writes citations according to applicable codes and regulations; issues letters to property owners notifying them of violations; as appropriate, affixes notices of violation on properties to abate fire and public safety hazards and public nuisances.
- Meets with city staff from other departments and legal counsel regarding complaints; coordinates activities with other departments.
- Coordinates and conducts follow-up abatement procedures including the preparation of additional correspondence, site visits, and communication with property owners and attorneys; conducts follow-up investigations to ensure compliance with applicable codes and ordinances; prepares non-compliance cases for legal action; presents testimony at nuisance abatement hearings.
- Initiates criminal and civil complaints in conjunction with the City Attorney's office when necessary.
- Establishes and maintains accurate and complete case files; prepares documents and evidence for court proceedings; testifies in hearings and court proceedings as required.
- Makes drive-by or on-site inspections of residential, industrial, and/or commercial areas; notes possible violations at other property sites during the course of field investigations.
- Provides information to violators, the general public, business community and other government agencies regarding codes, laws and ordinances; responds to questions, complaints and inquiries.
- Maintains files and records related to citations and violations; prepares a variety of written reports, memoranda and correspondence.
- Conducts special studies, surveys and technical analysis of Department and City operations; may prepare administrative reports as assigned.
- Plans interdivisional training on documentation and information collection practices.
- Conducts field review as necessary to assess all pertinent issues of the assigned project.
- Prepares grant proposals, and conducts research for availability of funds to expand City's Housing Program.
- Reviews and processes payments for contractors, homeowners, business owners and merchants.
- Organizes and establishes detailed project files and prepares a variety of monthly and annual reports.

- Attends and/or makes presentations at council, interagency, committee, and other meetings.
- Acts as a liaison for the City of Rocklin with other governmental and social service agencies as required; attends public and community meetings as a representative of the City.
- Evaluates, recommends and assists in the implementation of projects and initiatives related to the revitalization of various areas within the City.
- Develops timetables and tracks implementation of revitalization strategies based on goals and objectives of the Community Investment Plan and other related strategic objectives.
- Identifies emerging revitalization issues, and develops and coordinates policy recommendations to support revitalization strategies, activities and programs.
- Researches and manages grant/funding opportunities relating to the Community Investment Plan programs.
- Assists with the implementation of the Façade Improvement program, conducts site visits to businesses to observe their environment.
- Identifies, plans, implements and evaluates goals, objectives, priorities and activities within assigned area of responsibility in a manner consistent with the City's overall goals and objectives; develops and implements strategies for the successful achievement of goals and objectives.
- Prepares and maintains a variety of records, materials, reports and correspondence related to program activities.
- Coordinates activities with other City departments and private and public agencies.
- Acts as the staff liaison to appropriate City and external advisory boards, and makes presentations to a variety of internal and external groups and businesses.

EMPLOYMENT STANDARDS

Knowledge of:

- Pertinent Federal, State and local laws, codes and regulations related to Housing Programs, Code Compliance, and other areas of assignment
- Operations, services, activities, requirements and procedures of Community Development Block Grants.
- Principles and practices of general government administration, policy development and implementation.
- Principles of grant application and proposal preparation.
- Principles, practices, methods and techniques of code violation investigation and compliance.
- 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.
- 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.
- Methods and techniques of effective recordkeeping, technical report preparation and writing and presentation.
- Contract preparation and administration.
- Budget development and implementation.
- Principles and practices of employee supervision, including work planning, assignment review and evaluation, discipline, and the training of staff in work procedures.
- Techniques for providing a high level of customer service.
- Proper use of English, spelling and grammar.
- Modern office procedures, methods, computer equipment and applications.

Ability to:

- Collect and analyze technical and statistical information, and develop complex plans and clear, concise reports.
- Coordinate and implement revitalization strategies including outreach, marketing and public relations.
- Develop and administer policies, standards, programs and procedures.
- Recognize and analyze problems, evaluate options, understand the impact and consequences of decisions make sound recommendations, and initiate actions within established guidelines.
- Supervise, train, and evaluate professional, technical and clerical staff
- Read, interpret and explain City affordable housing policies and procedures, revitalization strategies and other strategic objectives.
- 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.
- Negotiate contracts and review cost estimates and construction job specifications for housing and structural rehabilitation projects.
- Conceive, plan and prepare a variety of information, materials, programs and projects including clear and concise reports.
- Prepare and monitor various agreements and contracts.
- Establish and maintain a records management system for program records.
- Coordinate activities with other City departments and agencies, as required.
- Develop cooperative public relations with contractors, developers, business owners and the general public.
- Work independently in the absence of supervision.
- Establish and execute comprehensive work plans in a timely manner, prioritizing assignments and responding to deadlines effectively.
- Understand and follow oral and written instructions.
- Communicate effectively, both orally and in writing, and make effective public presentations.
- Use computer technology and applications in the performance of daily activities.
- Establish and maintain effective working relationships with those contacted in the course of work.
- Use tact, initiative and independent judgment within established procedural guidelines.
- Meet the physical requirements necessary to safely and effectively perform the assigned duties

Minimum Qualifications

Any combination of education and experience that provides the knowledge, skills and abilities may be qualifying. A typical way of gaining the knowledge and skills outlined above is:

Equivalent to a Bachelor's degree from an accredited college or university with major coursework in public or business administration, urban planning, economics, civil engineering, social services, or a related field, and five (5) years of increasingly responsible experience in housing, community development, redevelopment, code compliance, governmental administration, or City planning, including at least two (2) years of supervisory experience.

GENERAL QUALIFICATIONS

License Requirements:

A valid California Class C license or higher is required at the time of appointment. Individuals who do not meet this requirement will be reviewed on a case-by-case basis.

Physical Requirements:

Incumbents appointed to this class must have the mobility to work in a standard office or field environment, use standard office equipment and attend off-site meetings; intermittently operate a motor vehicle on surface streets with occasional exposure to weather conditions, and construction and traffic hazards; mobility to traverse uneven terrain, periodically standing, stooping, bending, climbing and kneeling to perform fieldwork; intermittently sit at desk for long periods of time; lift light to moderately heavy weights; vision to read handwritten and printed materials and a computer screen; hearing and speech to communicate in person and by telephone; manual dexterity to operate small equipment, tools and standard office equipment and supplies, and to manipulate both single sheets of paper and large document holders (binders, manuals, etc.).

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.

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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.