



CODE ENFORCEMENT OFFICER I/II

Class specifications are intended to present a descriptive list of the range of duties performed by employees in the class. Specifications are not intended to reflect all duties performed within the job.

SUMMARY DESCRIPTION

Performs a variety of field and office tasks related to inspections and investigations to ensure compliance with City codes and regulations in the areas of housing, zoning, blight, nuisance, abatement, signage, vehicles, and environmental or other neighborhood-related improvement issues.

IDENTIFYING CHARACTERISTICS

Code Enforcement Officer I – This is the entry level class in the Code Enforcement Officer series. This class is distinguished from the journey by the performance of the more routine tasks and duties. Employees at this level are not expected to perform with the same independence of discretion and judgment on matters allocated to the journey level. Since this class is typically used as an entry class, employees may have only limited related work experience. Employees work under immediate supervision while learning the full range of the job duties and tasks. This classification is flexibly staffed with the Code Enforcement Officer II. Advancement to the II level is based on demonstrated proficiency in performing the assigned functions, the completion of minimum experience and education requirements for the II level; and is at the discretion of higher level supervisory or management staff.

Code Enforcement Officer II – This is the journey level class within the Code Enforcement Officer series. This class is distinguished from the entry level by the assignment of the full range of duties. Employees at this level receive only occasional instruction or assistance as new or unusual situations arise and are fully aware of the operating procedures and policies of the work unit. Incumbents handle the more complex and difficult situations and issues. Positions in this class are flexibly staffed and are normally filled by advancement from the entry level, or when filled from the outside require prior experience.

REPRESENTATIVE DUTIES

The following duties are typical for this classification. Incumbents may not perform all of the listed duties and/or may be required to perform additional or different duties from those set forth below to address business needs and changing business practices.

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.

Conduct field inspections and re-inspections; plan and maintain schedules; monitor and follow up on compliance and report problems; and photograph or film violations for evidence; may testify at hearings or other court proceedings.

Prepare and issue citations and other notices that outline proper repair, correction methods, time limits, permits and all necessary remedial work required; post notices relating to required abatements; carry negligent cases through prosecution in situations of non-compliance.

Prepare evidence and coordinate with City Attorney in support of legal actions taken by the City; appear in court as necessary; testify at hearings and in court proceedings as required.

Develop proactive strategies which increase communication, cooperation and enhance compliance; provide information to violators, the general public, business community, and other governmental agencies regarding codes, laws and ordinances; and respond to questions and inquiries.

Design educational programs and materials for presentation to the public or community groups; develop proactive strategies which enhance compliance; and provide training to new staff as needed.

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Refer and coordinate violations to or with other departments or agencies, as appropriate, to abate nuisances; prepare reports on code enforcement issues for hearings and litigation.

Maintain accurate records and files; use a computerized database to maintain case records and requests for service; maintain appropriate confidentiality of sensitive information.

May be required to make presentations at City Council meetings.

Build and maintain positive working relationships with co-workers, other City employees and the public using principles of good customer service.

Perform related duties as assigned.

QUALIFICATIONS

The following generally describes the knowledge and ability required to enter the job and/or be learned within a short period of time in order to successfully perform the assigned duties.

Code Enforcement Officer I

Knowledge of:

Principles and practices of good customer service including basic methods and techniques of conflict resolution.

Methods and techniques of basic videotaping and photography.

Methods and techniques of basic inspections.

Basic computer applications including database, spreadsheet, and word processing software. Research and report writing and principles of business correspondence.

English usage, spelling, punctuation, and grammar.

Basic arithmetic.

Record keeping methods and procedures.

Principles and practices of work safety.

Ability to:

Research basic codes and regulations.

Learn to perform basic inspections and use videotape and photographic equipment to record evidence.

Experience with organizing and planning, scheduling, ability to manage caseload and related projects as related to assigned responsibilities, conduct investigations and inspections related to code enforcement.

Occasionally work independently researching, diagnosing, and proposing solutions to problems of a complex nature.

On a continuous basis, know and understand all aspects of the job. Intermittently analyze code sections and reports; identify and interpret technical and numerical information; observe and problem solve.

Learn local, State and Federal laws, ordinances, codes, City functions, policies, rules, and regulations.

Learn to use pepper spray to protect self in the field.

Learn to communicate via police radio effectively.

Learn effective conflict resolution methods and techniques.

Learn to use tools necessary to perform inspections in assigned area.

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Provide information to customers and other agencies or departments in an effective manner.

Assist with implementing solutions to code violation problems and complaints.

Prepare correspondence and reports and maintain records and statistics.

Make simple arithmetical calculations.

Use principles of effective office and field safety including use of equipment in proper and safe manner, use preventive personal ergonomic techniques, and maintenance of safe housekeeping in personal and common workplaces.

Provide high quality, economical services to the community, placing emphasis on responsive customer service.

Foster an environment that embraces diversity, integrity, trust, and respect.

Be an integral team player, which involves flexibility, cooperation, and communication.

Establish and maintain effective working relationships with those contacted in the course of work.

Work with various cultural and ethnic groups in a tactful and effective manner.

Communicate clearly and concisely, both orally and in writing.

Preserve confidentiality of sensitive information routinely encountered in the course of work.

Use a computer with proficiency and familiarity.

Code Enforcement Officer II

In addition to the qualifications of the Code Enforcement Officer I:

Knowledge of:

Local, State and Federal laws, ordinances, codes, City functions, policies, rules, and regulations.

Skilled investigation and inspection techniques.

Methods and techniques of effective training and development of educational programs and materials.

Advanced communication and conflict management skills.

Effective research and report writing.

Ability to:

Organize, plan, schedule, and manage caseload and related projects as related to assigned responsibilities, conduct investigations and inspections related to code enforcement.

Appropriately interpret applicable codes, ordinances, and regulations and apply interpretations to a variety of challenging, unique and difficult situations.

Develop and recommend policies and procedures; interpret and apply administrative departmental policies, laws, and rules; analyze situations carefully and adopt an appropriate, effective course of action.

Analyze, recommend, and communicate appropriate solutions to complex and/or sensitive problems; appear in court and give testimony if required.

Manage difficult customer complaints, public contacts, and site visits; deal effectively, courteously, and productively with angry and upset customers and members of the public.

Work independently researching, diagnosing, and proposing solutions to problems of the most complex nature.

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- Coordinate and communicate with multiple departments and outside agencies in an effective manner.
- Develop and present individual or group training related to assigned area of responsibility.
- Develop effective information and educational material related to assigned area of responsibility.
- Assist in the development and monitoring of an assigned program budget; project, track and reconcile expenses.

Education and Experience Guidelines – *Any combination of education and experience that would likely provide the required knowledge and abilities is qualifying. A typical way to obtain the knowledge and abilities would be:*

Code Enforcement Officer I

Education/Training:

Equivalent to the completion of the twelfth grade is required.

Supplemental coursework or training in code enforcement, planning, law enforcement, construction, engineering, public administration, or related field is desirable.

Experience:

One year of full-time public contact experience requiring persuasive communications, searching source documents, and interpreting, explaining and applying standards, guidelines, and policies related to regulatory laws and/or health and safety laws.

License or Certificate:

Possession of, or ability to obtain, a valid California class C driver's license is required.

May be required to complete PC 832 training within 12 months of appointment.

Code Enforcement Officer II

Education/Training:

Equivalent to the completion of the twelfth grade is required.

Supplemental coursework or training in code enforcement, planning, law enforcement, construction, engineering, public administration, or related field is desirable.

Experience:

Two years of experience in a public sector environment performing difficult, sensitive, and technical code enforcement, vehicle abatement, building inspection, environmental health inspection, code enforcement or related activities; or two years of experience similar to that of a Code Enforcement Officer I with the City of Suisun City.

License or Certificate:

Possession of, or ability to obtain, a valid California class C driver's license is required.

Possession of a Code Enforcement Training Certificate (for example, as issued by the California Association of Code Enforcement Officers, or similar professional group, by an educational institution, or by a governmental agency) is highly desirable.

May be required to complete PC 832 training within 12 months of appointment.

PHYSICAL DEMANDS AND WORKING ENVIRONMENT

The conditions herein are representative of those that must be met by an employee to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential job functions.

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Environment: Work will include both office and field activities. Field activities may include exposure to outdoor elements and confined workspaces, dust, electrical hazards, chemicals, dust, and mechanical hazards. Required to work in all weather conditions and drive a motor vehicle to travel to and from sites. May deal frequently with irate members of the public. Night, weekend, or extended hours of work may also be involved.

Physical: Work may include prolonged walking and standing, some climbing, stooping, reaching, light to moderate lifting (up to 25 pounds) and inspecting confined areas. Manual dexterity, and clear, understandable speech are also required. Employees will be required to wear personal protective gear.

Vision: See in the normal visual range with or without correction.

Hearing: Hear in the normal audio range with or without correction.

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B.U.	SCEA
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