

TOWN OF CORTE MADERA CODE ENFORCEMENT OFFICER

DEFINITION

Under the direction of the town manager or other assigned department head or manager, this position performs a wide variety of duties involved in the investigation of potential violations and the enforcement of municipal codes, ordinances and regulations including building and zoning codes. This position performs office and field work involving the inspection, investigation, and enforcement of applicable codes and ordinances pertaining to nuisances, zoning, construction, parking, and related quality of life and public safety issues. This position also provides customer service to residents, businesses, and other complainants in resolving concerns and complaints.

DISTINGUISHING CHARACTERISTICS

This is a journey level class that is expected to function independent of ongoing supervision. The focus of a Code Enforcement Officer is on investigation of potential violations and enforcement of building, zoning and related quality of life and public safety codes.

SUPERVISION RECEIVED AND EXERCISED

Receives general supervision from the town manager or other assigned department head or management. This position does not exercise supervision over any other staff.

EXAMPLES OF IMPORTANT AND ESSENTIAL 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.

1. Investigate complaints of violation of Town and state codes, ordinances and regulations including building and zoning codes; photograph or video record evidence of violation; issue letters to property owners notifying them of violation; conduct follow-up investigations to ensure compliance with applicable codes and ordinances; develop and maintain accurate case files.
2. Respond in writing, by phone, and in person with Town residents, businesses and others regarding complaints and follow-up activities taken to resolve issues.
3. Prepare abatement cases; prepare notices and required correspondence and documents; follow up to ensure compliance with Town and state requirements.
4. Participate in the preparation of documentation for submission to the Town Attorney to file complaints for noncompliance; testify in court or public hearings as necessary on behalf of the Town.

5. Provide information to violators, the general public, business community and other government agencies regarding Town and state codes, laws and ordinances; respond to questions, complaints and inquiries.
6. Maintain files and records related to citations and violations; prepare a variety of written reports, memoranda and correspondence.
7. Confer and coordinate with other agencies and Town departments, including Planning and Building, Public Works, Fire, and Police, on the investigation and disposition of nuisance, zoning, pest infestation, noise, smoke, vehicle, litter and related violations.
8. Participate in and provide advice and guidance on the development of new codes or revisions to existing codes related to enforcement of violations of the Municipal Code.
9. Input and retrieve a variety of information using a computer terminal, tablet or other electronic device.
10. Coordinate with other public and private agencies to abate public nuisances.
11. Perform related duties and responsibilities as required.

SPECIAL DESIGNATIONS

Management may assign special designations, as needed, pertaining to their normal course of business, provided that the special designations are within the scope of the Code Enforcement Officer classification.

May perform duties as a designated Disaster Service Worker during emergencies as required by all public employees under the laws of the State of California.

JOB RELATED AND ESSENTIAL QUALIFICATIONS

Knowledge of:

- Basic codes, ordinances, laws and regulations pertaining to building and zoning compliance, including sections of California penal codes, vehicle codes and health and safety codes.
- Investigative practices and principles.
- Basic principles and procedures of record keeping.
- Modern office procedures and methods including computers.
- Effective oral and written communication methods.
- Proficient computer skills and Microsoft Office suite of programs.
- Negotiation and conflict resolution techniques.
- Occupational hazards and standard safety procedures.

Skill to:

- Read, analyze, interpret and explain general business periodicals, professional journals, technical procedures, or governmental regulations. Ability to write reports, business correspondence, and procedure manuals. Ability to effectively present information and respond to questions from managers, officials and the general public.
- Work with general mathematical concepts and principles such as addition, subtraction, multiplication, division, and measurements. Ability to apply concepts such as percentages, ratios and proportions to practical situations.
- Ability to solve practical problems and deal with a variety of variables in situations where only limited standardization exists. Ability to interpret a variety of codes, laws, ordinances, regulations and other information furnished in written, oral, diagram, or schedule form.
- Correctly prioritize cases and exercise sound judgment.

Ability to:

- Learn, interpret and apply principles, practices, methods and techniques of code violations investigation and enforcement.
- Learn, interpret and apply Town and state codes, ordinances, laws and regulations pertaining to code abatement.
- Learn, interpret and apply State and local policies, procedures, laws and regulations.
- Learn court procedures, including, but not limited to, citation issuance, obtaining various types of inspection warrants and court documents, rules of evidence and testifying in court or public hearings.
- Understand legal descriptions and boundary maps of real property.
- Maintain and update records, logs and reports.
- Operate photography and videography equipment under various conditions.
- Develop policies and procedures related to code enforcement.
- Respond to inquiries, complaints and requests for service in a fair, tactful and timely manner.
- Communicate clearly and concisely, both orally and in writing.
- Establish and maintain effective working relationships with those contacted in the course of work.
- Maintain mental capacity which allows for the effective interaction and communication with others.
- Maintain physical condition appropriate to the performance of assigned duties and responsibilities, which may include the following:
 - *Walking, standing, sitting, climbing or stooping for extended periods of time*
 - *Operating assigned equipment and vehicles.*
- Maintain effective audio-visual discrimination and perception needed for:
 - *Making observations*
 - *Communicating with others*
 - *Reading and writing*

- *Operating assigned equipment and vehicles.*
- Work independently in the completion of assignments.
- Analyze and evaluate data.
- Effectively plan, organize and prioritize work.
- Understand, learn and utilize computer hardware/software in daily activities.
- Obtain citation and arrest authority during the time covered by the probationary period and maintain such authority throughout employment in the classification.

Experience and Training Guidelines:

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

Experience:

Two years of progressively responsible experience working with the public and in the interpretation of rules, laws, or procedures. Some code inspection and enforcement experience related to construction activity is desirable.

Training:

Two (2) years of undergraduate course work from an accredited college or university (equivalent to 60 semester units or 90 quarter units) highly desired

Licenses and Certifications:

- Possession of, or ability to obtain, a valid California Driver's License by time of appointment.
- Possession of, or ability to obtain within initial probation period, a valid Penal Code 832 Arrest, Search, and Seizure Certification issued by the State of California is desired.

Special Requirements:

WORKING CONDITIONS

Essential duties require the following physical skills and work environment:

Ability to work in a standard office environment as well as out in the field in an inspection site environment. Essential functions may require maintaining physical condition necessary for sitting, standing, walking, climbing, kneeling and stooping for prolonged periods of time. (1) Mobility: requires the ability to exert a minimal amount of physical effort in order to lift, carry and move files, documents and other items in an office environment and exert/perform moderate to strenuous levels of physical effort for extended periods of time in an inspection site environment; frequent use of keyboard; frequent sitting for long periods of time; occasional bending or squatting. (2) Lifting: Ability to lift up to 10 pounds frequently and up to 25 pounds on occasion. (3) Vision: constant use of overall vision; frequent reading and close-up work; occasional color and depth perception. (4) Dexterity: frequent repetitive motion; frequent

writing; frequent grasping, holding and reaching. (5) Hearing/Talking: frequent hearing and talking; in person and on the phone or radio. (6) Emotional/Psychological: frequent decision-making and concentration; frequent public and/or coworker contact; frequent working alone. (7) Environmental: frequent exposure to noise and dust; occasional exposure to fumes, chemicals and heavy equipment; work at heights; inspecting in confined areas; field work performed in various weather conditions.

Effective Date:

Council Approval: Res. No. 27/2019