



CODE COMPLIANCE OFFICER

Job Description

The job description does not constitute an employment agreement between the City and employee and is subject to change. The specific statements shown in each section of this description are not intended to be all-inclusive. They represent typical elements and criteria considered necessary to successfully perform the job.

Class Title:	Code Compliance Officer	Effective Date:	July 1, 2021
Working Title:	Code Compliance Officer	Type:	Non-Represented
Department:	Planning	Supervisor:	Planning Director
FLSA Status:	Non-Exempt	Supervises:	None

CLASSIFICATION SUMMARY

Under the supervision of the Planning Director, this classification performs a variety of professional duties related to enforcing city ordinances including zoning ordinances, solid waste ordinance, dangerous and abandoned buildings ordinances, noxious vegetation, sign ordinances and providing general assistance on planning related matters as well as providing information/data on work load and activity levels.

SUPERVISION

Not a supervisory position.

PHYSICAL DEMANDS – SAFETY – WORKING CONDITIONS

The physical demands (including lifting, mobility, movement and manual dexterity), work environment and working conditions described below 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 functions.

Physical Demands

In the performance of job duties, the employee is frequently required to sit; talk or hear; walk; use hands to finger, handle, or feel objects, tools, or controls; bend; and reach with hands and arms. The employee is occasionally required to climb or balance, stoop, kneel, crouch, or crawl. The employee must occasionally lift and/or move up to 25 pounds and infrequently lift and/or move up to 50 pounds. Specific vision abilities required by this job include close, distance, color and peripheral vision; depth perception; and the ability to adjust focus. Manual dexterity and coordination are required to perform the work. These abilities are necessary to use a computer, telephone, filing system, and other related tools and equipment. Physical strength, agility, and stamina sufficient to perform the duties, including work beyond normal requirements in isolated instances and emergencies are required. Flexibility is important because of the need to frequently enter and exit vehicles, inspect buildings, climb over and around obstacles, make sudden moves, etc. This position requires operating a vehicle. Mental alertness is important because of the need to make fine discriminations and decisions concerning subtle cues of impending danger or situations changing dramatically. Mentally fit to enable them to handle recurrent contacts and involvement with potentially dangerous people and animals.

Safety

Employees must maintain a safe work environment by complying with City and Department safety policies and rules and by practicing safety while performing the essential functions of the position.

Working Conditions

In the performance of the job duties, the employee will perform the part of this job in an office environment under usual office working conditions and part in the field. Fieldwork may encompass a moderate degree of hazard, which may exist both with angry citizens and exposure to potentially aggressive animals and other physical circumstances as well as exposure to weather extremes and dirty or other disagreeable conditions. Employees risk physical hazard from exposure to human debris, drug paraphernalia, hazardous gases, fumes, paint, and chemicals. Duties include risk of exposure to bloodborne pathogens and disease. Work is also performed in numerous meeting settings in offices, conference rooms,

and public spaces. The noise level in the work area is typical of most office environments, with telephones, frequent interruptions, and background noises. Duties include contact with employees and customers in conflict situations.

Moderate local travel is required.

ESSENTIAL FUNCTIONS – DUTIES & RESPONSIBILITIES

An employee in this classification may perform any of the following duties; however, these examples do not include all the specific tasks which an employee may be expected to perform. Duties and responsibilities are subject to change by the employer as the needs of the employer and requirements of the job change.

It is the responsibility of every employee to represent the City of Keizer by responding to the public, citizens, its employees, and others promptly, professionally and with courtesy. This includes regarding everyone, internal and external, as a customer and delivering the best service possible in a respectful and patient manner. Additional responsibilities include assisting other staff in the performance of their duties as assigned, maintaining regular job attendance and adherence to assigned working hours, and operating a motor vehicle safely and legally while on City business.

90% Code Enforcement

Recommends and implements code enforcement policies, procedures, and performance standards to ensure efficient and effective code enforcement activities. Monitors code enforcement activities for uniform application of compliance requirements.

Conducts field inspection to determine whether a code violation has occurred; contacts violator and attempts to bring voluntary compliance. Posts public notices and orders. Writes enforcement letters and reports. Coordinates enforcement with specialty inspectors as appropriate.

Prepares cases for legal action. Responds to citizen inquires and complaints.

Prepares correspondence and documentation of specific violations. Researches deeds, car ownership, tax records, permit records, historical land use regulations, and other legal documents in relation to enforcement complaints.

Enforces the Development Code and City Ordinances. Removes or causes to be removed prohibited temporary signs; and maintains and updates the City's sign data. Inspects development sites to assure proper placement and installation of tree protection fencing and monitors the mitigation-planting program.

Provides information to the public regarding code regulations and procedures.

Answers questions and provides information to the public; investigates complaints and recommends corrective action as necessary to resolve concern regarding the City's planning functions.

Develops forms, records and reports as necessary for evaluation and documentation of code enforcement activities. Researches legal documents and summarized information.

Contacts property owner where graffiti loss occurred to obtain prompt remediation. Performs graffiti abatement.

Performs right-of-way obstruction abatement with property owners.

Responds to and enforces parking violations in collaboration with the Keizer Police Department. Issue warnings, citations, and tows for parking violations that occur in designated areas and on public roadways. Provides directions and rules to the public regarding parking in designated areas and on public roadways.

Responds to a wide variety of radio calls for issues including, but not limited to, graffiti, parking, transient camps, search warrants, DHS call outs, etc. and takes appropriate action. Performs duties at scene of accidents, such as directing traffic and assisting with information exchanges.

Builds an atmosphere of mutual respect and trust with community members in order to build partnerships with the City, citizens, and community leaders. Requiring a high level of verbal face-to-face and written communication, and tact. Socially aware, by attending including, but not limited to, Coffee with a Cop, Neighborhood Association Meetings, National Night Out, and other community events as needed.

Works with community residents to identify, prioritize, and solve problems by maintaining open communication through email and telephone correspondence, and acting as a conduit to connect neighbors, service providers, and community groups to resolve identified livability issues.

Interprets ordinances and land use zoning regulations/statutes as they pertain to related enforcement activities including nuisance abatement (high grass, noxious weeds, abandoned vehicles, etc.), right-of-way (ROW), and tree and sidewalk ordinances. Provides information on these regulations to the general public and other organizations in oral and written form.

Assist the public with problem-solving processes, such as the "Neighbor to Neighbor" Mediation Program.

10% Related Duties

Maintains and updates program files and records.

Serves on departmental or interdepartmental staff teams.

Conducts studies to gather data for special projects.

May train and provide ongoing direction to volunteers assigned to Code Enforcement support duties.

No supervisory responsibilities, but regularly provides direction and monitors work performed by community service workers and contracted abatement companies.

Develops informational/promotional materials to provide to the general public regarding department programs, procedures, and related projects.

Provides credible testimony under oath on code enforcement court cases.

MINIMUM QUALIFICATIONS

Education & Experience

High school diploma or equivalency, plus two years of experience in code and regulation compliance or planning or any equivalent combination of education and experience which provides the knowledge, skills, and abilities to perform the essential functions and responsibilities of the position.

Licenses, Certifications & Other Requirements

- Pass background investigation at level that supports ability to be provided access to law enforcement databases as needed to perform the duties of the position.
- Required at time of appointment: possession of Law Enforcement Data System (LEDS) certification and Criminal Justice Information Services (CJIS) clearance or must obtain both within 90 days. Must be maintained during employment.

ADDITIONAL QUALIFICATIONS

Knowledge

- Ordinances/laws relating to general planning, zoning, signing, parking enforcement, and/or building codes.
- Enforcement methods and due process.
- Research methods and techniques of effective report preparation and presentations.
- Basic property ownership principles, public right-of-way issues.
- Modern office practices and procedures including computer operation principles.
- English usage, spelling, grammar, and punctuation; basic mathematical principles.

Skill & Ability

- Provide excellent customer service as well as excellent communication and interpersonal skills and techniques, including dispute resolution, as needed.
- Utilize sense of humor - a critical component for successful communication to gain voluntary compliance.
- Learn and apply applicable laws, ordinances, related codes, department rules and regulations, and all other aspects of the duties and responsibilities.
- Greet the public and respond to inquiries. Interpret planning and zoning programs to the general public.
- Communicate effectively, both orally and in writing, with City employees and the general public in one-on-one, small group, and larger outreach settings.
- Establish and maintain professional, effective, and collaborative/cooperative working relationships with contractors, owners, the general public, staff, and other agencies.
- While maintaining excellent customer service, work efficiently to manage workload within deadlines and existing resources.

- Operate a computer, enter data, maintain databases, and type accurately.
- Conduct field investigations and analysis.
- Research, organize, and present information.
- Maintain records and prepare full and comprehensive reports.

Licenses, Certifications & Other Requirements

- Standard First Aid & CPR Certification or able to obtain certification as soon as practicable.
- Possession of or ability to obtain and maintain a valid Oregon driver license.
- Bi-lingual skills desired.