

**CITY OF CARLSBAD
CLASS SPECIFICATION**

JOB TITLE: **CODE ENFORCEMENT OFFICER I
CODE ENFORCEMENT OFFICER II
SENIOR CODE ENFORCEMENT OFFICER**

DEPARTMENT: **COMMUNITY & ECONOMIC DEVELOPMENT**

BASIC FUNCTION:

Under general supervision perform field investigation and office work to enforce and ensure compliance of occupancy, sign, vehicle abatement, building and housing codes and/or quality standards and other municipal codes and ordinances.

DISTINGUISHING CHARACTERISTICS:

Code Enforcement Officer I is the entry level class of the Code Enforcement series. Positions at this level typically have limited experience and perform the more routine activities and are generally in training. An incumbent's work is reviewed in progress and/or upon completion for accuracy and completeness.

Code Enforcement Officer II is the journey level in the series. This class is assigned the full range of code enforcement and other neighborhood services related duties. Incumbents work independently, scheduling their own work within required time frames to meet objectives, under general supervision. Problems are resolved in keeping with codes and city policies; assistance or direction from supervision may be requested when sensitive issues are involved. The Code Enforcement Officer II assists in the training of lower-level officers and assists with higher level problem-solving issues and/or situations.

Senior Code Enforcement Officer is assigned to complex and/or sensitive cases that require advanced knowledge and interpretation of regulations and other related code enforcement matters. May be requested to propose and write code enforcement ordinances and policies and to assist in updating the division on regional or state changes to building, housing, and related code matters. This position will lead team responses to code enforcement violations and/or other related issues. This position participates as a senior team member within the Housing and Neighborhood Services Division, and will serve in a staff supervisory role and/or as a training officer for new officers.

KEY RESPONSIBILITIES:

Assist with planning efforts to develop programs to generate citizen involvement in property maintenance and neighborhood improvement efforts within identified neighborhoods.

Facilitate neighborhood and community-based problem solving. Provide information and assist with education opportunities to neighborhood organizations to assist with neighbor-to-neighbor problem solving.

Make policy recommendations on needed changes to city policies and/or codes to improve neighborhood-oriented service delivery and/or problem-solving.

Perform office and field investigative work in the enforcement of city codes, ordinances, and abatement regulations. Conduct housing quality standards compliance review and document violations and/or corrections required to ensure continued participation in city programs as appropriate and necessary.

Address and resolve complaints regarding enforcement and compliance of city codes, ordinances, and abatement regulations. Take appropriate action for disposition of complaints and clarify applicable ordinances; resolves disputes or refers matters to other departments and/or agencies as applicable.

Provide information to property owners, tenants, and the general public through individual contact in the field, over the counter, and by telephone.

Prepare and maintain inspection files, records, and logs.

Write letters and prepare notices of violation regarding matters being investigated.

Coordinate actions with other departments in the enforcement of code violations when necessary.

Testify when necessary in hearings and court proceedings, and follow-up to ensure compliance.

Organize work based on policy and functional direction.

Plan work schedule to provide regular and periodic on-site inspections of properties under construction and upon knowledge or complaint of zoning violations.

Senior Code Enforcement Officer (in addition to the above duties):

Make policy recommendations on needed changes to city policies and/or codes or ordinances to improve neighborhood-oriented service delivery and/or other problem solving.

Prepare written ordinances, policies and regulations and present to City Council for review and approval.

Confers with legal counsel in enforcement and interpretation of municipal code regulations; refer violations to counsel for legal action upon authority; serve as plaintiff in code violation cases.

Attend Planning Commission, City Council or other meetings of land use agencies or enforcement activities as appropriate or needed to address code violation cases and/or code amendments.

KNOWLEDGE, SKILLS AND ABILITIES:

Knowledge of:

- Pertinent federal, state, and local laws, codes, and regulations including current municipal codes, and applicable building and housing codes as they apply to code enforcement, short term vacation rentals, and business licensing.
- Procedures involved in the enforcement of codes and regulations including methods and techniques of conducting and documenting field investigations.
- Legal procedures involved in the enforcement of municipal codes and environmental regulations.
- Court documents and procedures including procedures for citation issuance and obtaining various types of inspection warrants.
- Neighborhood associations and organizations involved in providing community and neighborhood services.
- Procedures and techniques involved in the investigation, documentation, and enforcement of codes and regulations.
- Principles and best practices of neighborhood and program planning to assist with problem-solving efforts.
- Federal, state and local ordinances and/or laws pertaining to building, occupancy, signs (private and public property), vehicle abatement, building and housing codes and quality standards, and other neighborhood maintenance ordinances and/or policies.

Ability to:

- Assess neighborhood conditions and determine needed improvements.
- Communicate effectively with citizens of varying socioeconomic backgrounds.
- Develop productive relationships for creating partnerships in problem-solving.
- Apply procedures and techniques involved in the field investigation, documentation, and enforcement of ordinances, codes, and regulations.
- Act calmly, rationally, decisively, and tactfully in difficult situations, but also be firm when necessary to gain compliance.
- Ability to read, properly interpret, and use good judgment to make decisions pertaining to enforcement of laws, regulations, and policies.
- Photograph violations being investigated.
- Communicate clearly, concisely, and professionally in well-written case notes, letters, emails, reports and other documents.
- Access information from computer files.
- Understand and carry out oral and written instructions.
- Work independently in the field and in the absence of supervision.
- Think in a strategic and critical manner to develop alternative problem-solving and/or code compliance solutions when necessary.
- Work cooperatively with neighborhood leaders, city officials, media representatives and the general public.
- Assist in the training and supervision of less experienced personnel.

Senior Code Enforcement Officer:

- Mediate and problem solve complex and very sensitive issues, including occupancy and operational conditions, and determine best means to resolve and/or advance conflicts.
- Write ordinances, reports and other related educational materials to address various municipal code violations.
- Supervise and train subordinate code enforcement officers in the proper methods of code enforcement and city policies related to municipal code compliance.

EXPERIENCE AND EDUCATION:

Any combination of training, education, and experience which demonstrates an ability to perform the duties of the position. A typical qualifying background for each level may combine training, education and experience which demonstrates the ability to perform the duties independently within a reasonable period. These examples are listed below:

Code Enforcement Officer I:

Work experience involving public contact, enforcement of established standards or requirements.

Supplemental specialized training in code enforcement case reporting, or inspection is desirable.

Code Enforcement Officer II (in addition to the level I):

Two or more years of increasingly responsible experience performing code enforcement, extensive public contact involving enforcement of established standards or requirements and/or related work.

Senior Code Enforcement Officer (in addition to I/II):

Specialized code enforcement training, college courses in criminal justice or a related field of study and a minimum of five years of code enforcement experience, and preferably a bachelor's degree in a closely related field.

SPECIAL REQUIREMENTS:

Code Enforcement Officer I:

Possession of or ability to obtain a Class C California Driver's License. Ability to work after hours and weekends if needed. Must complete PC832 training within six months in the position, if not possessed at time of hire.

Code Enforcement Officer II:

Possession of a Class C California Driver's License. Ability to work after hours and weekends, if needed. Must possess PC 832 certificate, and have prior experience with issuing citations in a field enforcement environment. Must complete PC832 training within six months in the position, if not possessed at time of hire.

Senior Code Enforcement Officer:

Possession of a Class C California Driver's License. Must work after hours and weekends as assigned for supervisory and officer training purposes. Must possess PC 832 certificate, and have prior experience with issuing citations in a field enforcement environment. CACEO (California Association of Code Enforcement Officers) Certified Code Enforcement Officer Certification is desirable.

PHYSICAL/MENTAL DEMANDS AND ENVIRONMENTAL SETTING:**PHYSICAL AND MENTAL DEMANDS:**

The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this class. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

Physical Demands:

While performing the duties of this job, the employee is regularly required to use hands to finger, handle, feel or operate objects, tools or controls; reach with hands and arms; stand; talk and hear; walk; sit; climb or balance; stoop, kneel, crouch or crawl; and lift or move up to 100 pounds with assistance or lifting equipment.

Specific vision abilities required by this job include close vision, distance vision, color vision, peripheral vision, depth perception and the ability to adjust focus.

Mental Demands:

While performing the duties of this class, employees are regularly required to use written and oral communication skills; read and interpret data, information and documents; analyze and solve problems; use math and mathematical reasoning; observe and interpret situations; learn and apply new information or new skills; work under deadlines with constant interruptions; interact with city staff and other organizations; and frequently deal with dissatisfied or quarrelsome individuals.

WORK ENVIRONMENT:

The work environment characteristics described here are representative of those an employee encounters while performing the essential functions of this class. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions. The employee regularly works in outside weather conditions. The employee is occasionally exposed to wet or humid conditions, vibration, airborne particles, toxic or caustic chemicals, and risk of electrical shock. The noise level is occasionally loud.

DATE APPROVED: May 8, 2018