

City of San Bruno

CLASS SPECIFICATION

CLASS TITLE:

CODE ENFORCEMENT OFFICER I/II

DEFINITION:

To investigate conditions, initiate procedures and provide educational programs to abate violations involving public nuisances, property maintenance, abandoned vehicles, animals, license regulations and other issues relating to the health, safety and welfare of the community for public and private residential, commercial and industrial property; to work with other departments on zoning ordinance, building code, housing code, and fire code issues; to demonstrate a full understanding of all applicable policies, procedures and work methods associated with assigned duties; and to perform other related duties as required.

DISTINGUISHING CHARACTERISTICS:

Code Enforcement Officer I - This is the entry level class in the Code Enforcement Officer series. Positions in this class typically require little directly related work experience. The Code Enforcement Officer I class is distinguished from the II level by the performance of less than the full range of duties assigned to the II level. Incumbents work under close supervision while learning job tasks, progressing to relatively less supervision as procedures and processes of assigned area of responsibility are learned.

Code Enforcement Officer II - This is the journey level class in the Code Enforcement Officer series and is distinguished from the I level by the assignment of the full range of duties. Employees at this level receive relatively less instruction or assistance and are fully aware of the operating procedures and policies within the work unit. Positions in this class are flexibly staffed and are normally filled by advancement from the I level once the incumbent meets the qualification standards of the II level, demonstrates an ability to perform the full scope of the work, otherwise meets performance standards, and any assessment requirements to move to the II level.

SUPERVISION RECEIVED AND EXERCISED:

Code Enforcement Officer I

Receives immediate supervision from an assigned supervisor or manager.

Code Enforcement Officer II

Receives general supervision from an assigned supervisor or manager.

EXAMPLES OF DUTIES:

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

- Investigate conditions, initiate procedures and provide educational programs to abate violations related to zoning ordinances, building codes, housing codes, public nuisances, property maintenance, abandoned vehicles, animals, license regulations and other issues relating to health, safety and welfare of the community for public and private residential, commercial and industrial property.
- Assist in resolving complex and sensitive customer service issues, either personally, by telephone or in writing; maintain records and documents of customer service issues and resolutions.
- Patrol and conduct field inspections of parcels of residential, commercial and industrial land, structures, vehicles and stored materials to ensure compliance with applicable City ordinances and state laws.
- Receive and respond to complaints from the public and staff regarding substandard dwellings or structures, zoning violations, debris, unsanitary conditions, abandoned or inoperative vehicles, overgrown vegetation and other zoning and municipal code violations.
- Conduct field inspections to check for zoning compliance.
- Conduct inspections of existing buildings to determine hazardous conditions; look for construction or alterations being performed without proper building permits.
- Coordinate inspections with other City and County entities.
- Respond to emergencies involving expedited code enforcement activities.
- Initiate investigations as necessary for observed violations; prepare warning letters to negligent owners or contractors and carry negligent cases through prosecution in situations of non-compliance.
- Prepare and issue citations, violations and other notices that outline proper repair, correction methods, time limits, permits and all necessary remedial work required; post notices relating to required abatements.
- File property tax assessment liens; prepare annual property tax reports; obtain statements from complainants; monitor and re-inspects properties to ensure continued compliance; acts as a liaison with the City Attorney and the courts regarding property abatement.
- Track vacant and foreclosed properties for required maintenance compliance as specified in the Municipal Code.

- Cite vehicles and coordinates the removal of abandoned and illegally parked vehicles; maintain reports on vehicle towing activities.
- Photograph violations; creates files; prepare investigative reports; prepare legal documents, including abatement and inspection warrants and correspondence; collect and safeguard evidence for civil property abatements and civil litigation.
- Establish and provide educational programs designed to advise property owners on the requirements for compliance and processes and procedures for obtaining compliance or appropriate permits.
- Respond to questions and concerns from the public, departmental staff and other agencies; provide information as appropriate and resolve service issues and complaints.
- Cooperate with neighborhood improvement groups and organizations interested in neighborhood beautification, improvement and clean up.
- Conduct training sessions with City staff regarding the procedures and resources of the department.
- Interpret codes and regulations, including applicable municipal codes, zoning ordinances, building codes, state housing, health and safety, relocation regulations, and other administrative requirements.
- Explain required inspections and construction requirements to owners, architects, engineers, contractors, and the public; advise owners on matters related to building permits; maintain records and files of inspections made and actions taken; draft recommendations for changes in inspection related policies.
- Represent the City with dignity, integrity, and the spirit of cooperation in all relations with staff and the public.
- Respect and is sensitive towards the cultural and ethnic diversity of the community.
- Be an integral team player, which involves flexibility, cooperation, and communication.
- 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:

Code Enforcement Officer I

Knowledge of:

- Principles, practices and methods used in the enforcement of a variety of codes and regulations.
- Applicable federal, state and local laws, codes and regulations.
- Methods and techniques used in enforcement and investigation.
- Methods and techniques for record keeping and report preparation and writing.

- Basic mathematic principles.
- Rules of evidence and court procedures; occupational hazards and standard safety procedures.
- Modern office practices, methods, and computer equipment including relevant software programs.
- Oral and written communication skills; business English including vocabulary, spelling, and correct grammatical usage and punctuation.
- Safe work practices.
- Principles and practices of excellent customer service.

Ability to:

- Remain calm and professional in the face of conflict or a stressful situation, perform job duties in stressful situations, alate a situation, assess alternative solutions in the face of a conflict.
- Operate motorized equipment and vehicles.
- Sit, stand, walk, kneel, crouch, squat, stoop, reach, crawl, twist, climb.
- Occasionally lift 25 pounds.
- Walk over uneven surfaces.
- Possess near and far vision when making inspection, reading written reports and work-related documents, and acute hearing.
- Inspect and analyze a variety of buildings and properties and identify code violations; appropriately apply codes and regulations to varying situations.
- Develop and provide educational programs.
- Make sound decisions within established guidelines.
- Read and interpret maps, sketches, drawings, specifications and technical manuals; read, interpret and record data accurately.
- Keep accurate records.
- Work independently.
- Organize, prioritize and follow up on work assignments.
- Perform mathematical calculations quickly and accurately.
- Learn more complex principles, practices, techniques and regulations pertaining to assigned duties.
- Implement, explain and apply applicable laws, codes and regulations.
- Analyze complex issues and develop and implement appropriate responses.
- Facilitate appropriate corrective action from property owners regarding violations.
- Prioritize workload to meet deadlines.
- Communicate effectively, tactfully and positively in both oral and written form.
- Operate and use modern office equipment and technology, including computers and applicable software.

- Maintain regular attendance and adhere to prescribed work schedule to conduct job responsibilities.
- Utilize appropriate safety procedures and practices for assigned duties.
- Establish and maintain effective working relationships with those contacted in the course of work, including other city departments; maintain a professional demeanor when resolving difficult code enforcement cases.
- Contribute effectively to the accomplishments of City goals, objectives and activities.

Education and Experience:

Any combination of education, experience, and training that would provide the best qualified candidates. A typical way to obtain the knowledge and abilities would be:

Equivalent to the completion of the twelfth grade.

Two (2) years of progressively responsible experience performing code enforcement activities that includes heavy public contact.

Possession of a bachelor's degree in planning, construction technology or a related field may be substituted for the required experience.

Bilingual skills are highly desirable.

Code Enforcement Officer II

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

Knowledge of

Interview and investigation techniques.

Education and Experience:

In addition to the Code Enforcement Officer I qualifications:

Applicants must have two years of municipal code enforcement experience equivalent to that of a Code Enforcement Officer I with the City of San Bruno.

Special Requirements:

Possession at the time of hire and continued maintenance of a valid California Class C driver's license is required. Certification from the International Code Council (ICC) or other similar association. Building Inspection certificate is desirable and may be substituted for two years of the required experience. Penal Code 832 certification and California Association of Code Enforcement Officer (CACEO) certification is also highly desirable.

Successfully pass an extensive non-sworn public safety background investigation that may include, but is not limited to, review of personal history statement, background interviews, reference checks, and fingerprinting.

Working Conditions:

The work environment characteristics described here are representative of those an employee encounters while performing the essential functions of the job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

While performing the duties of the job, the employee is exposed to outdoor elements and confined workspaces, electrical hazards, chemicals, dust and mechanical hazards, associated with construction and maintenance, a combination of office and field environments. This position works in all weather conditions, including wet, hot and cold, and may frequently deal with irate members of the public. The nature of the work also requires the incumbent to drive motorized vehicles, and work in heavy vehicle traffic conditions.

Category:	Entry/Journey
FLSA Classification:	Non-Exempt
Effective Date:	November 29, 2021
Revised:	N/A