

CODE ENFORCEMENT MANAGER

DEFINITION

Under general direction, plans, organizes, oversees, coordinates, and review the work of professional, technical, and administrative staff performing difficult and complex code compliance duties including public nuisance abatement, trash abatement, property maintenance violations, commercial cannabis violations, and other code enforcement programs; manages the effective use of the County's code enforcement resources to improve organizational productivity and customer service; provides highly complex and responsible support to the Director of Planning and Building and the Deputy Planning Director in areas of expertise; and performs related work as required.

DISTINGUISHING CHARACTERISTICS

This is a management classification that manages all code enforcement and code compliance programs and activities. Responsibilities include performing diverse, specialized, and complex work involving significant accountability and decision-making responsibility. The incumbent organizes and oversees day-to-day code enforcement activities and is responsible for providing professional-level support to the Director of Planning and Building and the Deputy Planning Director in a variety of areas. Successful performance of the work requires an extensive professional background as well as skill in coordinating departmental work with that of other County departments, public agencies, and Courts. This class is distinguished from the Deputy Planning Director in that the latter assists in managing all functions of the department and serves as "second-in-command" to the department head. This class is further distinguished from the Director of Planning and Building in that the latter has overall responsibility for all functions of the department and for developing, implementing, and interpreting public policy.

EXAMPLES OF DUTIES (Illustrative Only)

- Plans, manages, and oversees the daily functions, operations, and activities of the code compliance section of the Planning Department including public nuisance abatement, solid waste abatement, property maintenance

violations, commercial cannabis violation, and other code enforcement programs.

- Manages and participates in the development and implementation of goals, objectives, policies, and priorities for the section; recommends within departmental policy, appropriate service and staffing levels; recommends and administers policies and procedures.
- Develops and standardizes procedures and methods to improve the efficiency and effectiveness of code enforcement services, projects, and activities; assesses and monitors workload, administrative and support systems, and internal reporting relationships; identifies opportunities for improvement and recommends to the Director and Deputy Director.
- Manages and participates in the development and administration of and oversees the section budget.
- Participates in selection, trains, motivates, and evaluates assigned personnel; provides or coordinates staff training; works with employees on performance issues; implements discipline and termination procedures.
- Provides highly complex staff assistance to the Director and Deputy Director; develops and reviews staff reports related to code enforcement activities, projects, and services; presents reports to and advises commissions, committees, governing boards, courts, and the community related to a wide variety of code enforcement matters; performs a variety of public relations and outreach work related to assigned activities.
- Oversees contacts with residents, business representatives, and other parties to explain the nature of incurred violations and to encourage compliance with municipal codes, ordinances, and community standards; initiates and conducts contact for highly sensitive or difficult cases.
- Directs, coordinates, and oversees follow-up abatement procedures including the preparation of additional correspondence, site visits, and communication with property owners and attorneys; ensures follow-up investigations are conducted to ensure compliance with applicable codes and ordinances; prepares enforcement cases for legal action; reviews testimonies and presents testimony at hearings.
- Meets with County planning, building, police, and public works staff regarding complaints; consults with County Counsel staff on investigations; testifies in court and appeals hearings as needed; coordinates activities with other staff and code enforcement personnel.

- Develops new public notices in accordance with County ordinances; drafts and recommends revisions to County code compliance and enforcement policies, procedures, and standards.
- Responds to and resolves difficult and sensitive public inquiries and complaints.
- Represents the County in meetings with members of other public and private organizations, community groups, contractors, developers, property owners, law enforcement agencies, and the general public.
- Performs related duties as assigned.

QUALIFICATIONS

Knowledge of:

Administrative principles and practices, including goal setting, program development, implementation, and evaluation, and project management.

Principles and practices of budget development and administration.

Principles and practices of employee supervision, either directly or through subordinate levels of supervision, including work planning, assignment, review and evaluation, and the training of staff in work procedures.

Applicable Federal, State, and local laws, rules, regulations, ordinances, and organizational policies and procedures relevant to assigned area of responsibility.

Organization and management practices as applied to the development, analysis, and evaluation of programs, policies, and operational needs of the assigned section.

Applicable federal, state, and local laws, regulations, and ordinances related to the work.

Methods and procedures used in code enforcement including evidence collection, navigation, citation issuance procedures, methods used to obtain various types of inspection warrants, and principles used to prepare legal documents.

Practices for documenting inspections, correcting violations, and carrying through on court procedures.

Requirements of zoning and related codes, ordinances, regulations, and international building codes.

Legal descriptions and boundary maps of real property and legal terminology as used in code enforcement.

Occupational hazards and standard safety practices necessary in the area of code compliance and enforcement.

Mathematical principles including algebra, geometry, and trigonometry.

Modern office practices, methods, and computer equipment and applications related to the work.

Record keeping principles and practices.

English usage, grammar, spelling, vocabulary, and punctuation.

Techniques for providing a high level of customer service by effectively dealing with the public, outside organizations, and County staff.

Skill in:

Recommending and implementing goals, objectives, and practices for providing effective and efficient services.

Administering complex, technical, and sensitive code compliance and related programs in an independent and cooperative manner.

Planning, organizing, assigning, reviewing, and evaluating the work of staff; training staff in work procedures.

Evaluating and developing improvements in operations, procedures, policies, or methods.

Researching, analyzing, and evaluating new service delivery methods, procedures, and techniques.

Preparing clear and concise reports, correspondence, policies, procedures, and other written materials.

Analyzing, interpreting, summarizing, and presenting administrative and technical information and data in an effective manner.

Interpreting, applying, explaining, and ensuring compliance with applicable Federal, State, and local laws, rules, regulations, policies, and procedures.

Conducting complex research projects, evaluating alternatives, making sound recommendations, and preparing effective technical staff reports.

Effectively representing the department and the County in meetings with governmental agencies, community groups, and various businesses, professional, and regulatory organizations and in meetings with individuals.

Establishing and maintaining a variety of filing, record keeping, and tracking systems.

Operating office and field equipment and computer applications related to the work.

Organizing and prioritizing a variety of projects and multiple tasks in an effective and timely manner; organizing own work, set priorities, and meeting critical time deadlines.

Making sound, independent decisions within established policy and procedural guidelines.

Using English effectively to communicate in person, over the telephone, and in writing.

Using tact, initiative, prudence, and independent judgment within general policy, procedural, and legal guidelines.

Establishing, maintaining, and fostering positive and effective working relationships with those contacted in the course of work.

Other Requirements:

Possession of, or ability to obtain by date of appointment, a valid California driver's license.

Desirable Education and Experience:

A typical way to obtain the knowledge and skills outlined above is:

Equivalent to graduation from a four year college or university with major coursework in environmental planning, code enforcement, law enforcement, business or public administration, or a related field and five years of increasingly responsible experience performing municipal code enforcement or environmental planning duties including at least two years of administrative and supervisory experience.

PHYSICAL DEMANDS

Must possess mobility to work in a standard office setting and use standard office equipment, including a computer; to operate a motor vehicle and to visit various County and meeting sites; vision to read printed materials and a computer screen; and hearing and speech to communicate in person, before groups, and over the telephone. This is primarily a sedentary office, partially a field classification, and standing and walking between work areas may be required. Finger dexterity is needed to access, enter, and retrieve data using a computer keyboard or calculator and to operate standard office equipment. Positions in this classification occasionally bend, stoop, kneel, reach, push, and pull drawers open and closed to retrieve and file information. Employees must possess the ability to lift, carry, push, and pull materials and objects weighing up to 25 pounds.

ENVIRONMENTAL CONDITIONS

Employees primarily work in an office environment with moderate noise levels, controlled temperature conditions, and no direct exposure to potentially hazardous physical substances. Employees partially work in the field and may be exposed to hot and cold temperatures, inclement weather conditions, loud noise levels, vibration, confining workspace, chemicals, mechanical and/or electrical hazards, and hazardous physical substances and fumes. Employees may interact with upset staff and/or public and private representatives in interpreting and enforcing departmental policies and procedures and County codes.