

CODE ENFORCEMENT MANAGER**Definition:**

Under direction, manages, supervises, assigns, reviews, and participates in the operations and activities of the City's Code Enforcement program including implementing City activities related to setting and ensuring compliance with applicable ordinances, codes, and regulations related to zoning, land use, nuisance housing, building codes, health and safety, blight, graffiti, and other matters of public concern; ensures work quality and adherence to established policies and procedures; performs the more technical and complex tasks relative to assigned area of responsibility; and performs other related duties as required.

Essential Duties and Responsibilities:

The responsibilities and essential duties performed on a frequent and recurring basis by an incumbent include the following:

Plans, directs, coordinates and reviews the work plan for code enforcement staff; assigns work activities, projects and programs; reviews and evaluates work products, methods and procedures; meets with staff to identify and resolve problems.

Reviews and edits work of staff, including letters, reports, logs, evaluations, and other written correspondence.

Participates in the development of division priorities, programs and objectives; recommends and develops revisions for the Municipal Code.

Participates in the evaluation of and makes recommendations regarding applicable software programs and provides training.

Oversees and provides direction in the management and enforcement of all Code Enforcement programs.

Selects, trains, motivates, and evaluates code enforcement personnel; provides or coordinates staff training; works with employees to correct deficiencies; implements discipline and termination procedures.

Develops, implements and administers the division budget and reviews and reconciles applicable operating expenditures; oversees, prepares and maintains a variety of budgets and mandated reports related to housing programs.

Coordinates work projects with other division and departments as applicable; serves as a liaison for the code enforcement section with other divisions, departments, and outside agencies.

Serves as the City's representative to interpret municipal code violations, determine public nuisances, and issue civil fines when administrative remedies are employed to gain code and permit compliance.

Prepares and presents correspondence, staff reports and presentations; represents the City at meetings with citizens, City Council members, Commissioners, staff and representatives of other public or private agencies.

Manages the development of goals and objectives for programs; recommend and administer policies and procedures.

Formulates discretionary judgments and determinations for complex and/or disputed cases.

Identifies opportunities for improving service delivery methods and procedures; recommends, within departmental policy, appropriate services and staffing levels.

Responds to and handles difficult compliance cases regarding municipal code provisions and explains City regulations to City officials and the public relating to building, zoning, land use, planning, and related issues.

Conducts a variety of organizational and operational studies and investigations as necessary.

Serves as staff on a variety of boards, commissions and committees; prepares and presents staff reports and other necessary correspondence; responds to council, staff, media and the public as appropriate.

Attends and participates in professional group meetings; stays abreast of relevant issues and changes to codes, ordinances, laws and regulations.

Responds to and resolves difficult and sensitive citizen inquiries and complaints.

Provides technical assistance and information to the public and representatives of committees and groups.

Operates modern office equipment including computer equipment and specialized software applications.

Drives a vehicle on City business.

Other Duties and Responsibilities:

Performs other projects/tasks as assigned.

Conducts on-site inspections related to Code Enforcement cases as needed.

Class Characteristics:

Code Enforcement Manager is a single incumbent division manager position in the Community and Economic Development Department with responsibility for the safe, efficient and effective operation and administration of the Code Enforcement Division.

Contacts and Relationships:

The Code Enforcement Manager establishes and maintains contact with staff in the Community and Economic Development Department and staff in other City departments. Additional contact will occur with a variety of individuals to include architects, engineers, builders, contractors, developers, attorneys and public/private representatives. Substantial contact is made with the public, requiring diplomacy and tact when dealing with code enforcement violations and policies. Other contact is established and maintained with other governmental agencies involved in code enforcement matters.

Qualification Guidelines:

The knowledge and abilities which are required to perform the duties and responsibilities of this class are as follows:

Knowledge of:

Principles, practices, methods and techniques of code violation investigation and compliance

Legal aspects of code administration;

Principles of municipal budget preparation and administration

Methods and techniques of research, business letter writing and report preparation.

Effective methods for making oral and written presentations.

Negotiating and conflict resolution techniques

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

Principles of supervision, training and performance evaluation

Pertinent federal, state and local laws, codes and regulations.

Public relations and customer service techniques.

AND

Ability to:

Oversee and participate in the management of a comprehensive municipal code and permit compliance program; supervise, direct and coordinate the work of lower level staff; select, supervise, train and evaluate staff;

Interpret and explain City code enforcement policies and procedures

Operate code enforcement equipment including City vehicle

Conduct site inspections for code violations

Prepare clear and concise reports

Manage sensitive and confidential issues

Respond to requests and inquiries from the general public and resolve code related issues;

Analyze problems, identify alternative solutions, project consequences of proposed actions and implement recommendations in support of goals

Research, analyze and evaluate new service delivery methods and techniques

Interpret and apply federal, state and local policies, laws and regulations; communicate clearly and concisely, both orally and in writing.

Initiate and carry out required procedural assignments and use independent judgment and initiative.

Manage, supervise, train and evaluate and provide technical advice to staff.

Adhere to multiple deadlines and handle multiple projects.

Understand and carry out oral and written instruction and use independent judgment and initiative.

Establish and maintain effective relationships with those contacted in the course of work.

Handle job stress and maintain composure in public settings.

Meet and serve the public with professionalism, courtesy and tact.

Operate modern office equipment including computer equipment and applicable and specialized software.

Education and Experience:

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

Graduation from an accredited four-year college or university with major coursework in public administration, code compliance/enforcement, building construction, criminal justice or a related field.

AND

Five years of progressively responsible professional experience in in code inspection/enforcement, building inspection or other inspection role to include two years of lead experience.

Special Requirements Include:

Valid and appropriate California Driver's License and acceptable driving record at time of appointment and throughout employment in this position.

Must be able to work a flexible schedule to accommodate City needs.

The City of Fullerton's Conflict of Interest Code requires that the Code Enforcement Manager file financial disclosure statements in accordance with state and local laws.

Per California Code §3100 – 3109, all public employees are declared to be disaster service workers and must take and subscribe to the oath or affirmation as required,

Possession of a P.C. 832 Peace Officer's Standard and Training (POST) Certificate is required at the time of employment. Possession of any combination of certifications are highly desirable including those from the Statewide California Association of Code Enforcement Officials (SCACEO), California Association of Code Enforcement (CACE), American Association of Code Enforcement (AACE) or certification as a Zoning Enforcement Officer, and/or Property Maintenance and Housing Inspector.

Ability to work weekends, evenings and attend special events as needed is required.

Physical Tasks and Working Conditions Include the Following:

Work is performed in an office environment and on-site. When work is performed on-site the incumbent may be exposed to the elements. The incumbent uses a computer, keyboard and related equipment, drives a vehicle on City business, sits, stands, walks,

reaches and grasps. When performing inspections the incumbent uses basic hand tools and a camera and stands and walks on slippery/uneven surfaces, kneels, crouches, twists, climbs ladders and inclines, reaches, bends and may be exposed to grease/oil, fumes, solvents or chemicals, dust, electrical and mechanical hazards and vehicular traffic. The incumbent grasps, lifts and carries boxes of records and other items weighing 30 pounds or less. The incumbent must be able to meet the physical requirements of the class and have mobility, balance, coordination, vision, hearing and dexterity levels appropriate to the duties to be performed.

Fair Labor Standards Act Designation: Exempt.

Established September 2019