

**CITY OF NORTH AUGUSTA, SOUTH CAROLINA
JOB DESCRIPTION, SEPTEMBER 2017**

**JOB TITLE: CODE COMPLIANCE OFFICER
DEPARTMENT: PLANNING AND DEVELOPMENT**

GENERAL STATEMENT OF JOB

Under general supervision, enforces all applicable provisions of the City's municipal and property maintenance codes that pertain to private and commercial property. Disseminates code compliance information to the general public. Performs related administrative and technical work as assigned. Reports to the Director of Planning and Development.

SPECIFIC DUTIES AND RESPONSIBILITIES

ESSENTIAL JOB FUNCTIONS

Receives and responds to citizen inquiries, requests for assistance and complaints relating to municipal and property maintenance codes.

Patrols all areas of the City to monitor overall compliance codes related to the use and maintenance of private property.

Performs field inspections and re-inspections to verify compliance or non-compliance with municipal and property maintenance codes affecting private and commercial property.

Enforces provisions that restrict the use of public properties for private purposes and achieves immediate abatement through removal of such items or devices.

Provides notifications of non-compliance and the corrective actions necessary to owners or occupants of properties found in non-compliance.

Assists citizens by providing information relative to City municipal and property maintenance codes.

Maintains records of cases where violations are observed and corrective action is necessary.

Issues summons to appear before a municipal judge as necessary.

Provides inspection support for landscaping and other site improvements as needed.

Prepares documentation for use in cases where non-compliance results in an appearance before the municipal court judge.

Maintains an inventory of non-conforming uses, buildings and structures.

Coordinates the maintenance of department vehicle.

Remains abreast of all changes in City codes.

CODE COMPLIANCE OFFICER

Completes periodic training for code enforcement, sign regulation, landscape regulation and job related duties.

Develops and maintains cooperative relationships with other City departments, business owners and operators, vendors, and the general public.

Delivers and retrieves department documents, materials and supplies as necessary.

Performs general administrative/office duties as required including, but not limited to preparing reports and correspondence, copying and filing documents, entering and retrieving data, compiling data for reports, sending and receiving faxes, etc.

Performs all duties in accordance with established policies, procedures, laws, regulations, and standards of safety.

Receives and/or reviews information such as emails, phone calls, text messages, pages, and information from Supervisor.

Prepares and/or generates documents to include weekly reports, violation notices, summons to appear, monthly reports and case files.

Refers to City policies and codes, the internet and emails.

Utilizes a variety of computer software programs such as Trackit, Microsoft Office Suite, Explorer and Outlook.

Interacts and communicates with various groups and individuals to include the general public, business owners, property owners, contractors and the Municipal Judge.

Operates and/or a variety of machinery and equipment such as a company vehicle, a firearm, fire protection gear, bunker gear, etc.

ADDITIONAL JOB FUNCTIONS

Provides direct customer services as needed.

Performs related duties as required.

ESSENTIAL SAFETY FUNCTIONS

It is the responsibility of each employee to comply with established policies, procedures and safe work practices. Each employee must follow safety training and instructions provided by their supervisor. Each employee must also properly wear and maintain all personal protective equipment required for their job. Finally, each employee must immediately report any unsafe work practices or unsafe conditions as well as any on-the-job injury or illnesses.

MINIMUM TRAINING AND EXPERIENCE

Requires an Associate's degree in business, industrial management or related field supplemented by three to four years of experience in public service administration, or an equivalent combination of education, training and experience that provides the required knowledge, skills and abilities. Must obtain

CODE COMPLIANCE OFFICER

a certification in zoning enforcement or code enforcement similar to the Georgia Association of Code Enforcement Certificate Program or the Certified Zoning Official training program within 2-3 years of hire. Must possess a valid state driver's license.

MINIMUM QUALIFICATIONS OR STANDARDS REQUIRED TO PERFORM ESSENTIAL JOB FUNCTIONS

Physical Requirements: Tasks involve the ability to exert moderate, though not constant, physical effort, typically involving some combination of climbing, balancing, stooping, kneeling, crouching and crawling, and the lifting, carrying, pushing and/or pulling of objects and materials of moderate weight (up to 20 pounds) and occasionally heavier weight (up to 50 pounds).

Data Conception: Requires the ability to compare and/or judge the readily observable functional, structural or compositional characteristics (whether similar to or divergent from obvious standards) of data, people or things.

Interpersonal Communications: Requires the ability of speaking and/or signaling people to convey or exchange information. Includes giving assignments and/or directions to subordinates and receiving assignments and/or direction from supervisor.

Language Ability: Requires ability to read a variety of policy and procedure manuals, technical manuals, various reports, etc. Requires the ability to prepare reports, records, financial reports, technical reports, etc., with proper format, punctuation, spelling and grammar, using all parts of speech. Requires the ability to speak with and before others with poise, voice control and confidence.

Intelligence: Requires the ability to apply principles of logical thinking to define problems, collect data, establish facts and draw valid conclusions; to deal with several abstract and concrete variables. Requires the ability to learn and understand relatively complex principles and techniques; to make independent judgments in absence of supervision; to acquire knowledge of topics related to primary occupation. Must have the ability to comprehend and interpret received information.

Verbal Aptitude: Requires the ability to record and deliver information, to explain procedures, to follow and give verbal and written instructions; to counsel and teach City residents. Must be able to communicate effectively and efficiently in a variety of technical and/or professional languages used in the department.

Numerical Aptitude: Requires the ability to add and subtract totals, to multiply and divide, to utilize mathematical formulas, to determine percentages and decimals and to determine time. Must be able to use practical applications of fractions, percentages, ratio and proportion. Must be able to use practical applications of algebra and geometry.

Form/Spatial Aptitude: Requires the ability to inspect items for proper length, width and shape, and visually read various information.

Motor Coordination: Requires the ability to coordinate hands and eyes using office machinery; to operate motor vehicles and light equipment.

Manual Dexterity: Requires the ability to handle a variety of items, office equipment, control knobs, buttons, switches, catches, tools, etc. Must have moderate levels of eye/hand/foot coordination.

Color Discrimination and Visual Acuity: Requires the ability to differentiate colors and shades of color.

CODE COMPLIANCE OFFICER

Interpersonal Temperament: Requires the ability to deal with people beyond giving and receiving instructions. Must be adaptable to performing under stress when confronted with emergency situations or tight deadlines. The worker may be subject to danger or risk to a moderate degree.

Physical Communications: Requires the ability to talk and hear: (talking: expressing or exchanging ideas by means of spoken words; hearing: perceiving nature of sounds by ear).

PERFORMANCE INDICATORS

Knowledge of Job: Has thorough knowledge of the methods, procedures and policies of the Public Service Department as they pertain to the performance of duties of the Code Compliance Officer. Has thorough knowledge of the organization of the Department and of related departments and agencies. Has considerable knowledge of the functions and interrelationships of the City and other governmental agencies. Is knowledgeable in the laws, ordinances, standards and regulations pertaining to the specific duties and responsibilities of the position. Has knowledge in the area of municipal public works services and methods of operation. Is able to plan and implement an effective education and public relations program to promote the City's recycling program to its citizens. Is able to make sound, educated decisions. Has the ability to plan and develop daily, short- and long-term goals related to City purposes. Is able to ensure compliance with all laws and regulations and control the activities of the division through effective supervision. Is able to take the initiative to complete the duties of the position without the need of direct supervision. Has the ability to plan, organize and prioritize daily assignments and work activities. Has the ability to learn and utilize new skills and information to improve job performance and efficiency. Is able to read and interpret complex materials pertaining to the responsibilities of the job. Is able to assemble and analyze information and make written reports and records in a concise, clear and effective manner. Has thorough knowledge of the terminology and various professional languages used within the department. Knows how to maintain effective relationships with personnel of other departments, professionals and members of the public through contact and cooperation. Has knowledge of proper English usage, vocabulary, spelling and punctuation. Is able to compile, organize and utilize various financial information necessary in the preparation of the division budget, and knows how to prepare and monitor the budget. Is able to make required mathematical computations with accuracy and speed. Has knowledge of modern office practices and technology. Has knowledge of the equipment, materials and tools used in division operations and projects, and is able to operate all equipment and tools with skill and safety. Has knowledge of and skill in the use of computers for word processing and records management. Has knowledge of applicable occupational hazards and safety precautions. Is able to work safely and effectively despite occasional exposure to adverse weather conditions, extreme heat or cold, wetness, humidity, construction / traffic hazards, machinery hazards, working at heights or in confined spaces, etc. Knows how to react calmly and quickly in emergency situations.

Quality of Work: Maintains high standards of accuracy in exercising duties and responsibilities. Exercises immediate remedial action to correct any quality deficiencies that occur in areas of responsibility. Maintains high quality communication and interaction with internal and external entities with whom the position interacts.

Quantity of Work: Performs described Essential Functions and related assignments efficiently and effectively in order to produce quantity of work which consistently meets established standards and expectations.

Dependability: Assumes responsibility for completing assigned work. Completes assigned work within deadlines in accordance with directives, policy, standards and prescribed procedures. Maintains accountability for assigned responsibilities in the technical, human and conceptual areas.

CODE COMPLIANCE OFFICER

Attendance: Attends and remains at work regularly and adheres to policies and procedures regarding absenteeism and tardiness. Provides adequate notice to higher management with respect to vacation time and leave requests.

Initiative and Enthusiasm: Maintains an enthusiastic, self-reliant and self-starting approach to meet job responsibilities and accountabilities. Strives to anticipate work to be accomplished, and initiates proper and acceptable action for the completion of work with a minimum of supervision and instruction.

Judgment: Exercises analytical judgment in areas of responsibility. Identifies issues or situations as they occur and specifies decision objectives. Identifies or assists in identifying alternative solutions to issues or situations. Implements decisions in accordance with prescribed and effective policies and procedures and with a minimum of errors. Seeks expert or experienced advice where appropriate and researches issues, situations and alternatives before exercising judgment.

Cooperation: Accepts supervisory instruction and direction and strives to meet the goals and objectives of same. Questions such instruction and direction when clarification of results or consequences are justified, i.e., poor communications, variance with established policies or procedures, etc. Offers suggestions and recommendations to encourage and improve cooperation intra- and inter-departmentally.

Relationships with Others: Shares knowledge with managers, supervisors and co-workers for mutual benefit. Contributes to maintaining high morale among all employees. Develops and maintains cooperative and courteous relationships inter- and intra-departmentally, and with external entities with whom the position interacts. Tactfully and effectively handles requests, suggestions and complaints in order to establish and maintain good will. Emphasizes the importance of maintaining a positive image.

Coordination of Work: Plans and organizes daily work routine. Establishes priorities for the completion of work in accordance with sound time-management methodology. Avoids duplication of effort. Estimates expected time of completion of work elements and establishes a personal schedule accordingly. Attends required meetings, planning sessions and discussions on time. Implements work activity in accordance with priorities and estimated schedules.

Safety and Housekeeping: Adheres to all established safety and housekeeping standards. Ensures such standards are not violated.

DISCLAIMER: This job description is not an employment agreement or contract. Management has the exclusive right to alter this job description at any time without notice.