



## **Code Enforcement Supervisor**

### **Definition**

The Code Enforcement Supervisor plans, organizes, directs, and coordinates the activities of the Code Enforcement Division within the Community Development Department, including enforcing City codes and ordinances related to the use, maintenance, and safety of land and structures, coordinating code enforcement activities with other divisions, departments, and public agencies; and providing guidance and assistance to the Community Development Director and/or Building Official on Code Enforcement matters. The incumbent in this position will manage all day-to-day program activities and will be responsible for the daily supervision of the Code Enforcement Division staff. This working manager will also spend time in the field to successfully implement the City's Code Enforcement-related objectives.

### **Class Characteristics**

This classification supervises Code Enforcement Officers under general supervision of the Building Official or the Community Development Director. This classification coordinates activities in the receipt, investigation, and enforcement of the municipal code and other California State codes related to zoning, building and fire life safety. This classification also evaluates existing policies and procedures and recommends necessary modifications to ensure the City's current informational handouts are up to date and consistent with State regulations. This classification is also distinguished from the Senior Code Enforcement Officer classification by the responsibility assumed as a working supervisor in supervising and coordinating assignment and personnel and providing technical guidance to other Code Enforcement staff.

### **Supervision Received and Exercised**

Receives direction from the Community Development Director and/or Building Official. This classification exercises direct supervision over professional and technical Code Enforcement staff.

### **Typical Job Functions**

*Management reserves the right to add, modify, change, or rescind the work assignments of different positions and to make reasonable accommodations so that qualified employees can perform the essential functions of the job.*

Oversees and participates in the development of the code enforcement work plan; assigns work activities, projects and programs; monitors workflow; reviews and evaluates work products, methods and procedures; prepares progress reports.

Conducts field inspections to determine compliance and manages more complex, controversial and time sensitive enforcement cases.

Receives, records, responds to, and investigates complaints from the public and staff regarding violations of municipal, building, and zoning codes and ordinances such as noise, graffiti abatement, property maintenance, animal nuisance, parking enforcement, sign enforcement, and traffic control; documents

violations; researches ownership records, prior complaints, municipal codes and ordinances, and state regulations to establish whether a violation has occurred.

Performs field inspections and investigations of residential, industrial, and/or commercial properties to determine compliance with applicable codes, laws, specifications, and conditions of approval. Perform inspections during special events and/or special target enforcement areas.

Operates and maintains a variety of tools, equipment, and vehicles in the enforcement of State and City codes.

Reviews planning entitlement conditions of approval, conduct annuals reviews, ensures compliance with environmental mitigation measures researches and prepares technical and administrative reports; prepares written correspondence.

Develops and implements code enforcement division goals, objectives, policies, and procedures.

Plans, organizes and oversees code enforcement activities including field investigations, citation issuance, and case closure or resolution for commercial, industrial, and residential properties.

May also be required to assist the Sheriff's Office with various non-enforcement type of duties including, but not limited to, traffic control, animal complaints, massage parlor inspections, lost and found property, and other duties as requested.

Supervise and report on performances metrics for program activities such as volume, case closure rates, response times, etc.

Supervise appropriate abatement actions and coordinates with the City Attorney's Office to prepare cases for legal action and court testimony.

Participates in the investigation, preparation, and presentation of cases for legal action, and hearings and court activities related to case prosecution.

Participates in activities related to substandard housing investigation, inspections, citation, and compliance.

Provides information and serve as liaison to representatives from state, federal and other local agencies.

Meets with representatives of the community to explain functions, policies, and operations, and to mediate or resolve conflicts and/or respond to questions.

Attends occasional evening meetings and present to City Council and other boards and commissions as needed, and Administrative Hearings.

Prepares public education outreach informational materials related to code enforcement functions utilizing computer and graphic programs.

Supervises, trains, mentors, and evaluates assigned personnel, and provides training to code enforcement staff to ensure uniform application of policies and procedures, and governing codes, rules, and regulations.

Represents the division and department to outside agencies and organizations; participates in outside community and professional groups and committees; provides technical assistance as necessary.

Builds and maintains positive working relationships with colleagues, other City employees and the public using principles of good customer service.

**Knowledge of:**

Legal procedures involved in the enforcement of building codes and ordinances.

Principles of supervision and training.

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

Applicable Federal, State, and local laws, rules, regulations, ordinances, standards, and procedures relevant to code enforcement.

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

Methods and procedures used in code compliance including citation issuance procedures.

Safe and efficient work practices related to field inspection and enforcement duties.

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

Basic requirements of zoning and building related codes, ordinances, and regulations.

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

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

Research and report writing methods, techniques, and procedures.

Principles and procedures of record-keeping and preparation of correspondence and presentations.

Windows, Outlook, Word, Excel, and PowerPoint software applications.

Permitting/Inspection/Code Enforcement software and other job-related computer programs.

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

Techniques for effectively representing the City in contacts with governmental agencies, community groups, various business, professional, and regulatory organizations, and with property owners, developers, contractors, and the public.

Techniques for providing a high level of customer service by effectively dealing with the public, vendors, contractors, and City staff.

**Ability to:**

Work independently and schedule and coordinate own workload, set priorities, and meet critical time deadlines; on a continuous basis, sit at a desk for short periods of time.

Read, explain, and enforce codes, ordinances, policies and regulations, identify and respond to issues and concerns of the public, City staff, and other stakeholders.

Investigate and document violations, enforce codes and ordinances, determine and implement an appropriate course of action including, but not limited to issuing warnings and/or citations.

Apply, explain, and ensure compliance with applicable Federal, State, and local codes, ordinances, policies and regulations.

Respond to inquiries, complaints, and requests for service in a fair, tactful, and timely manner.

Effectively represent the City in meetings with governmental agencies, community groups, and various businesses, professional, and regulatory organizations and in meetings with individuals.

Prepare and present clear, concise and comprehensive verbal and written reports, correspondences, and other written materials.

Maintain accurate logs, records, and written records of work performed.

Analyze complex situations, problems and data, and use sound judgment in making decisions.

Safely and effectively use and operate tools, equipment, and vehicles required for the work.

Operate modern office equipment and permitting, inspection, code enforcement software applications programs.

Intermittently stand, walk, bend, kneel and squat while conducting inspections, use telephone, and write or use a keyboard to communicate through written means.

Lift or carry weight of 30 pounds or less.

Build and maintain positive working relationships with co-workers, other City employees and the public using principles of quality customer service.

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

Use tact, initiative, prudence, and independent judgment within general policy and legal guidelines in politically sensitive situations.

Interpret and train code enforcement staff on Federal, State, and local codes, ordinances, policies and regulations.

### **Education and Experience**

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

Equivalent to a Bachelor's degree from an accredited college or university with major course work in public administration, planning, public policy, urban studies, land development or a related field; and, Five years of increasingly responsible experience in related municipal code enforcement dealing with the public. Minimum of one year of supervisory or lead responsibility.

### **Licenses and Certifications**

Possession of a valid California Driver's License and certification through the California Association of Code Enforcement Officers (CACEO). When assigned to positions working directly with the Sheriff's Office, Livescan and Department of Justice (DOJ) training will be required and provided.

### **Physical Demands**

Must possess mobility to work in a standard office setting and use standard office equipment, including a computer; and to inspect various City sites, including traversing uneven terrain, climbing ladders, stairs, and other temporary or construction access points. Must operate a motor vehicle. Vision to read printed materials and a computer screen, and make inspections. Hearing and speech to communicate in person, before groups, and over the telephone or radio. This is partially an office and partially a field operations classification. Standing for prolonged periods of time and frequent walking between work areas is 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 bend, stoop, kneel, reach, and climb to perform work. Employees must possess the ability to lift, carry, push, and pull materials and objects weighing up to 30 pounds, or heavier weights with the use of proper equipment.

### **Environmental Elements**

Employees work partially in an office environment with moderate noise levels and controlled temperature conditions, and partially in the field and are occasionally exposed to loud noise levels, cold and hot temperatures, inclement weather conditions, road hazards, vibration, and hazardous physical substances and fumes. Employees may interact with upset staff and/or public and private representatives and contractors in interpreting and enforcing departmental policies and procedures.

### **Working Conditions**

May be required to work various shifts during emergencies or special occasions on evenings, weekends, and holidays.

FLSA: Exempt  
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