



City of Tigard
Community Development Department

CODE COMPLIANCE OFFICER
Job Classification

DEFINITION

Under general supervision, performs a variety of routine to complex duties related to the city's code compliance program, including the identification, investigation, and initiation of corrective action for violations of the city's municipal, zoning, tree, development, nuisance, and signage codes; investigates complaints and seeks compliance through various methods, including abatement; initiates administrative compliance actions through judicial remedies and the issuance of court citations; and performs related work as required.

SUPERVISION RECEIVED AND EXERCISED

Receives general supervision from assigned supervisory or management personnel. Incumbents in this position receive only occasional instruction or assistance as new or unusual situations arise and are fully aware of the operating procedures and policies of the work unit. Assigned supervisory or management staff reviews the work at various stages of its progress or at the completion for accuracy, adequacy, adherence to instructions, and the impact on the successfulness of the project's outreach. The Code Enforcement Officer exercises no supervision but may oversee volunteers.

CLASSIFICATION CHARACTERISTICS

This is a full journey-level class that performs the full range of duties related to inspection and compliance activities required to ensure compliance with the city's municipal, zoning, urban forestry, development, nuisance, and signage codes. Responsibilities include the authority to cite violators, initiate court proceedings, and represent the city in related court proceedings. Successful performance of the work requires the frequent use of tact, discretion, and independent judgment, application of codes, legal principles and standards, knowledge of departmental and city activities, and extensive staff, public, and organizational contact.

ESSENTIAL JOB FUNCTIONS

- Receives, records, and investigates complaints from the public, staff, and outside agencies regarding violations of municipal codes, ordinances, standards, and health and safety regulations; documents violations by securing photographs and other pertinent data; researches ownership records, prior complaints, land use and zoning records, municipal codes and ordinances, and state regulations to establish whether a violation has occurred.
- Initiates 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; provides information regarding code regulations to the public, staff, and outside agencies in person and via a variety of verbal and written correspondence.

- Prepares notices of violation or noncompliance and citations according to applicable codes and regulations and issues to property owners and other responsible parties by methods allowed by code.
- Meets with city planning, building, engineering, police, and public works staff and legal counsel regarding complaints; coordinates activities with other staff and code compliance personnel.
- Coordinates and conducts follow-up actions including the preparation of additional correspondence, site visits, and communication with property owners or other responsible parties and attorneys; conducts follow-up investigations to ensure compliance with applicable codes and ordinances; prepares non-compliance cases for legal action; presents testimony at hearings.
- Makes drive-by or on-site inspections of residential, industrial, and/or commercial areas; notes possible violations at other property sites during the course of field investigations.
- Provides information to violators, the general public, business community, and other government agencies regarding codes, laws, and ordinances; respond to questions, complaints, and inquiries.
- Drafts, prepares, recommends, and participates in revisions to city code and enforcement policies, procedures, techniques, and standards, as well as the department director's interpretation.
- Participates in recommending, developing, and administering policies, procedures, and projects to ensure efficient and effective code enforcement activities in compliance with city guidelines, standards, goals, and objectives.
- Contributes to the code compliance website.
- Establishes and maintains accurate and complete case files; prepares and presents documents and evidence for court proceedings and testifies in hearings and court proceedings, as necessary.
- Performs a variety of public relations and outreach work related to assigned activities.
- Maintains files, databases, and records related to citations and violations; prepares a variety of written reports, memoranda, and correspondence.
- Provides for the selection, training, and oversight of volunteers working in conjunction with code enforcement activities and projects.
- Identifies needs and opportunities for education and training; creates materials as applicable for distribution, website, newspaper, presentation, or public access television.
- Establishes, creates, locates, and utilizes various tools for in-depth investigations.
- *Performs other duties as assigned.*

Job and Conduct Requirements:

- Performs quality work within deadlines with or without direct supervision.
- Works independently while understanding the necessity for communicating and coordinating work efforts with other employees and organizations.
- Maintains regular job attendance and adherence to working hours, consistent with applicable policies.

- Complies with applicable city, state, local, and federal laws, rules, and regulations; Follows and maintains knowledge of all city policies and procedures.
- Observes safe work methods; reports safety, sanitary, and fire hazards immediately to supervisor and follows prescribed policies for safety.
- Maintains work areas in a clean and orderly condition, including securing equipment at the close of the workday.
- Provides needed information and demonstrations concerning how to perform certain work tasks to new employees in the same or similar class of positions.
- Participates effectively at regular team meetings using appropriate interpersonal skills and problem-solving skills and conflict resolution strategies.
- Maintains appropriate certifications and training, as required.
- Interacts thoughtfully and courteously with staff and community; Acts and resolves conflict in a professional manner.
- Works effectively as a team contributor on all assignments.

JOB QUALIFICATIONS

Knowledge of:

- Principles, practices, methods, and techniques of code violation investigation and compliance.
- Methods and procedures used in code compliance including citation issuance procedures, methods used to obtain various types of inspection warrants, and principles used to prepare legal documents.
- Practices for documenting inspections, obtaining compliance, gathering evidence, and carrying through on court procedures.
- Basic requirements of municipal codes, ordinances, regulations, and procedures.
- Pertinent Federal, State, and local laws, codes, and regulations including administrative and departmental policies.
- Legal descriptions and boundary maps of real property and legal terminology as used in code compliance.
- Techniques for dealing with and solving the problems presented by a variety of individuals from various socio-economic, cultural, and ethnic backgrounds, in person and over the telephone.
- Occupational hazards and standard safety practices necessary in the area of code compliance.
- Safety equipment and practices related to the work, including possible encounters with and the safe handling of hazardous materials.
- Research and reporting methods, techniques, and procedures.
- Technical report interpretation, writing, and preparation of correspondence, presentations, and legal documents.
- Principles and procedures of record keeping.
- Modern office practices, methods, and computer equipment.
- Basic computer software related to work.
- Safe driving rules and practices.
- English usage, spelling, vocabulary, grammar, and punctuation.

- Techniques for effectively representing the city in contacts with governmental agencies, community groups, various business, professional, educational, and regulatory organizations and with property owners, developers, contractors, and the public, including diffusing difficult situations, mediating differences, and negotiating compromises and settlements.
- Techniques for dealing effectively with the public, vendors, contractors, and city staff, in person and over the telephone, including working with highly agitated, confrontational, and difficult or dangerous persons and situations.
- Techniques for providing a high level of customer service to public and city staff, in person and over the telephone.

Skill in:

- Use of personal computers, various related software programs, and standard office equipment to produce documents and files, e-mail, use internet software and computer programs used by the city including word processing, spreadsheet, and presentation applications.
- Oral and written communication skills to understand written information (including instructions, descriptions, and ideas), and to express such information verbally and in writing so that others will understand and, at times, be convinced or persuaded.
- Active listening skills and interpersonal skills.
- Mathematical Skills to add, subtract, multiply, and divide in all units of measure, using whole numbers, fractions, and decimals; to calculate figures and amounts such as proportions and percentages; to apply concepts of basic algebra and geometry to real life scenarios.
- Conflict resolution skills.
- Organizational and time management skills to organize own work, set priorities, and meet critical time deadlines.

Ability to:

- Explain codes and regulations to property owners, residents, and others.
- Interpret, apply, draft, and explain Federal, State, and local laws, codes, and regulations.
- Understand and explain occupational hazards and standard safety practices necessary in the area of code compliance.
- Evaluate and develop improvements in operations, procedures, policies, or methods.
- Recommend and implement goals, objectives, and practices for providing effective and efficient services.
- Research, analyze, and evaluate new code enforcement methods, procedures, and techniques.
- Identify and respond to issues and concerns of management and a variety of professional groups, commissions, and committees.
- Effectively represent the department and the city in meetings with governmental agencies, community groups and various businesses, professional, and regulatory organizations and in meetings with individuals.
- Monitor legislative and technological changes and recommend operational and code changes as appropriate.
- Respond to inquiries, complaints, and requests for service in a fair, tactful, and timely manner.
- Identify a prosecutable situation, prepare a legal case, and effectively represent the city in all court proceedings.

- Prepare clear and concise reports, correspondence, and other written materials.
- Work in stressful situations.
- Enter and retrieve data from a computer with sufficient speed and accuracy to perform assigned work.
- Make accurate arithmetic, financial, and statistical computations.
- Organize and prioritize a variety of projects and multiple tasks in an effective and timely manner; organize own work, set priorities and meet critical time deadlines; work without supervision, independently, and/or in a collaborative environment.
- Operate modern office equipment including computer equipment and specialized software applications programs.
- Comprehend and use English effectively including producing all forms of communication in a clear, concise, and understandable manner to intended audiences.
- Use tact, initiative, prudence and independent judgment within general policy, procedural and legal guidelines.
- Establish, maintain, and foster positive and harmonious working relationships with those contacted in the course of work.

MINIMUM QUALIFICATIONS

Minimum Education/Experience Requirements:

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

- Equivalent to the completion of the twelfth (12th) grade, and
- Two (2) years increasingly responsible code enforcement, legal, or applicable governmental experience.

License and Certification Requirements:

- Possession of a valid driver's license with a clean/satisfactory DMV driving record report.
- Possession of or ability to obtain International Code Council (ICC) Property and Housing Inspector Certification within 6 months of appointment

WORKING CONDITIONS

Work Environment:

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 frequently work in stressful situations while interpreting and enforcing codes, departmental policies and procedures to difficult, confrontational, or upset staff and/or public and private representatives and contractors.

Physical Demand/Manual Dexterity:

While performing the duties of this position, the employee is frequently required to sit, stand, bend, kneel, stoop, communicate, reach, and manipulate objects. The position requires mobility including the ability to frequently independently lift or move materials up to 25 pounds. The position requires the ability to operate a motorized vehicle. Manual dexterity and coordination are required about 80% of the work period while operating equipment such as computers, keyboards, telephones, and standard office equipment.

The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this job. Management is receptive to receiving requests from employees for accommodations related to disability, will engage in the interactive process with employees who make such requests and, where accommodation is needed and reasonable, is committed to providing accommodation, unless doing so would impose an undue hardship on the operation of the business.

Revision History:

August 2016: Updated job classification and formatting