



September 2013

LIVABILITY COMPLIANCE SPECIALIST

DEFINITION

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

SUPERVISION RECEIVED AND EXERCISED

Receives general supervision from assigned supervisory or management personnel and/or technical and functional direction from higher-level planning or department staff. Exercises no direct supervision of staff. Oversees volunteers.

CLASS CHARACTERISTICS

This is a specialty class that performs the full range of duties and activities required to ensure compliance with the city's zoning, tree, development, housing, and signage codes, including the authority to cite violators, initiate court proceedings, and represent the city in related court proceedings. The position also performs limited professional and technical current planning activities, including land use reviews and case management. In addition, the position participates in daily departmental operations related to code compliance and current planning. Successful performance of the work requires the frequent use of tact and discretion; the use of professional and independent judgment; the application of codes, legal principles, standards, and processes related to development and housing code compliance and land use reviews; knowledge of departmental and city activities; and extensive staff, public, and organizational contact. Positions at this level 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. This position is distinguished from the Code Compliance Officer and Building/Housing Code Compliance Officer through the performance of land use reviews and other technical planning support duties such as Geographic Information System (GIS) and customer support. This position is distinguished from the Assistant Planner through the predominance and range of the code compliance activity and the nature of the planning activities, which are limited to routine land use reviews, GIS support and technical customer assistance.

EXAMPLES OF ESSENTIAL FUNCTIONS *(Illustrative Only)*

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

- 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 an 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.
- Utilizes a variety of compliance methods including judicial and administrative options; implements actions needed to pursue compliance, including citation into court, abatement and routine commercial, industrial and residential land use reviews.
 - Reviews land use applications and building plans for completeness and compliance with current city codes and regulations for issuance of development permit; provides interpretations of State and local environmental guidelines; identifies corrective actions to be taken by owners; recommends improvement and rehabilitation programs; conducts follow-up and recheck and approves or denies submittals.
 - Serves as project manager for assigned application projects, including analyzing and evaluating site and architectural plans, performing technical review, making recommendations, ensuring plans and applications receive appropriate signatures, and coordinating in-house review with contractors.
 - Applies GIS analysis to planning issues; creates, maintains, and documents GIS data; prepares cartographic products and reports; documents protocols for analysis; represents the department at GIS planning meetings.
 - Initiates abatement of dangerous properties and resolves issues regarding potential health hazard issues of vacant properties; as appropriate, affixes notices of violation on properties to abate safety hazards and stop work related to development code violations.
 - 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, developers and builders, the general public, business community, and other government agencies regarding codes, laws, and ordinances; respond to questions, complaints, and inquiries.
 - Writes “stop work” orders for work being done without permits or in an unsafe manner.
 - Participates in revisions to city development and housing code and enforcement policies, procedures, techniques, and standards, as well as the department director’s interpretation of development code application.
 - Participates in recommending, developing, and administering policies, procedures, and projects to ensure efficient and effective development and housing 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.
 - 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.

QUALIFICATIONS

Knowledge of:

- Principles, practices, methods, and techniques of development and housing code violation investigation and compliance; basic principles, practices and procedures related to current planning.
- Methods and procedures for judicial and administrative remedies 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 development and housing codes, ordinances, regulations, and procedures; basic principles, practices methods, materials, techniques, and safety standards of building construction and inspection
- Basics of comprehensive plans and current planning and development process.
- 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.
- Basic concepts and practices of plan review, site planning, architectural design principles and development practices.
- 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 methods, practices, procedures, and equipment, including computer hardware and software necessary for graphic presentation, mapping, and database management, such as Microsoft Office, Microsoft Project, City permitting software, and basic GIS concepts and applications.
- 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.
- Principles of advanced mathematics and their application to planning work.

Ability to:

- Explain codes and regulations to property owners, residents, developers, builders, the general public and others.
- Interpret, apply, draft, and explain Federal, State, and local laws, codes, and regulations.
- Read plans and specifications and make effective site visits; perform basic analysis of site design, terrain constraints, circulation, land use compatibility, utilities, and other urban services
- Read, interpret, apply, and explain technical written material and complex laws, codes, regulations, ordinances, and city planning policies and procedures.
- 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.
- Understand and explain occupational hazards and standard safety practices necessary in the area of code compliance.

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 graduation from an accredited four-year college or university with major coursework in community development, business or public administration, or a related field, and one (1) year of responsible public agency experience.

LICENSES AND CERTIFICATIONS

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

PHYSICAL DEMANDS

Must possess mobility to work in a standard office setting and use standard office equipment, including a computer; to inspect various city facilities and work sites; and to operate a motor vehicle and to visit various city 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. 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 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 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. Employees may be required to work outside of normal work hours such as evenings, early mornings, and/or weekends.