CITY OF BIG BEAR LAKE

CLASS SPECIFICATION

Class Title: Code Compliance Officer (I/II) **Class Code Number:** 5045/5050

Position Designation: Technical/General **Division:** Building and Safety

General Purpose of Position

The purpose of this position is to investigate potential violations laws, codes, ordinances, and regulations in the community and to facilitate compliance with said laws, codes, ordinances, and regulations. The Code Compliance Officer I is an entry level, training position that works directly under the supervision of the Code Compliance Officer II. The Code Compliance Officer II is a journey level position responsible for performing the full range of Code Compliance duties. Both positions report to the Code Compliance Supervisor.

RESULTS STANDARDS

Results Standards set guidelines for the quality and correct procedure expected when performing any task for the City of Big Bear Lake.

I. Customer Service:
Government service is provided in a professional and effective manner with an emphasis on responsiveness and accessibility to both employees and the public.

II. Professionalism:
Job duties are consistently performed in a legal and ethical manner consistent with the code of conduct and standards applicable and appropriate to the position and particular specialized area.

III. Production:
Employee labor products are of high quality and are produced in a timely and cost-effective manner.

IV. Critical Thinking:
Decisions are made utilizing appropriate problem identification, analysis, and evaluation processes with a continual emphasis on innovation, ethics, and professionalism.

V. Teamwork:
Goals common to the organization are achieved through cooperation, coordination, and the development of professional relationships.

VI. Professional Development:
Employees are empowered to perform their jobs at the highest level and are encouraged to improve both personally and professionally. The overall quality of professionalism in the organization is improved through commitment, training, involvement, and education.

VII. Leadership:
Efficiency, effectiveness, and teamwork are promoted by all employees. The values of the City are properly communicated through the behavior of organizational leaders in a manner appropriate to their position.

FORMAT

Result Statements: (in bold) describe common results expected of the Division or results specific to a particular position.

Performance Standards (preceded by a □) describe the specific manner in which the associated Result Statement is achieved by this position. Multiple Performance Standards can be associated with each Result Statement and define the expectations for employee performance.

A. Complaints received regarding code violations are responded to appropriately and expeditiously, including conducting inspections, case documentation, seeking appropriate corrective measures from the alleged violator, and follow-through to ensure compliance.

□ Cases are prioritized and scheduled in a professional manner to severity of violation and consideration of safety issues.

□ Notification of code violations are prepared and delivered in a timely manner.

□ Active cases are reviewed on a regular basis and cleared in an expedient manner.

□ Code compliance files are maintained in an orderly manner.

□ Responsible parties are notified of code violations in accordance with City procedure.

□ Proper documentation is prepared and maintained on all code compliance cases.

□ Appropriate correspondence and documentation is prepared and presented in all cases involving litigation.

B. Pro-active enforcement activities are carried out as directed to ensure ongoing compliance with City codes and ordinances, including but not limited to abatement of illegal signs, trash, vacation home rentals, dead trees, outdoor storage and sales, cargo containers, and property maintenance.

□ Potential code violations are addressed proactively through educating property owners and the general public on applicable codes, ordinances, and regulations.

□ Code violation issues are resolved informally through education and consultation whenever such action is appropriate.

C. Policies and procedures are developed, implemented, and refined as appropriate to ensure proper case documentation, compliance with new statutes and ordinances, and management directives.

□ Support is provided as directed by the Code Compliance Supervisor.

D. Administration is provided for the Transient Private Home Rental registration and inspection program.

□ Second inspections are completed in a timely and efficient manner.

□ Support is provided as directed by the Code Compliance Supervisor.

E. Assistance is provided on special projects and assignments as directed, including but not limited to assisting snow plows, monitoring special events, clearing streets of illegally parked vehicles, and assisting other divisions and agencies as assigned.

- Summary reports, analyses, and studies are prepared and presented to the appropriate parties (City Council, Planning Commission, management meetings, etc).

- Support is provided as directed by the Code Compliance Supervisor.

Qualifications

Education: A high school diploma or equivalent is required. An associate=s degree in Building, Public Administration, Criminal Justice or related field is preferred.

Experience: CCO I - One year related experience is required.

CCO II - Three years progressively responsible experience in code compliance in the public sector is required.

Knowledge, Skills, Abilities, and Personal Characteristics

The individual should possess a comprehensive knowledge of code compliance procedures, and a knowledge of applicable laws, codes, ordinances, and regulations.

The individual should be able to exercise sound judgment, be able to plan, be well organized, have good verbal and written communication skills, work well under pressure, be proactive, flexible, and cooperative. The individual should also be accurate, timely, and discreet.

Physical Requirements

The following requirements are representative of those that must be met by an employee to successfully perform the essential functions of this job. This position requires extended periods of sitting. Light lifting (up to 25 lbs.) is required occasionally. This position requires manual manipulation of a keyboard, phone, and other standard office machines. This position requires extended periods of walking, standing, and driving.

Special Requirements

PC 832 certification is required.

Tools

This position requires the use of a PC, word processing, and spreadsheet software, and standard office equipment.

Work Environment

This position requires both indoor and outdoor work. Work indoors is performed in an office and involves exposure to moderate levels of noise. Outdoor conditions vary from hot to extremely cold temperatures. Outdoor work could involve exposure to sun, wind, rain, snow, and high levels of noise. This position requires night and early morning work.