



# CITY OF **BIG BEAR LAKE** *California*

## CODE COMPLIANCE MANAGER

*Class specifications are only intended to present a descriptive summary of the range of duties and responsibilities associated with specified positions. Therefore, specifications **may not include all** duties performed by individuals within a classification. In addition, specifications are intended to outline the **minimum** qualifications necessary for entry into the class and do not necessarily convey the qualifications of incumbents within the position.*

### **DEFINITION:**

Under general direction, this position manages, oversees, reviews, plans and performs complex enforcement efforts; interprets codes, laws, regulations and ordinances to ensure comprehensive and effective enforcement; mentors and develops compliance personnel on the delivery of customer service, dealing effectively with angry and noncooperative persons to gain voluntary compliance, works well under pressure, is proactive and solution oriented; compiles meaningful reports that measure the departments' effectiveness; provides highly responsible and complex assistance with special projects and other related work, as assigned.

### **DISTINGUISHING CHARACTERISTICS:**

The **Code Compliance Manager**, is a management level position responsible for a wide variety of professional and enforcement efforts, is focused on solution oriented customer service delivery and staff development. Assignments are broad in scope and involve significant accountability and decision-making responsibility on issues which are complex, interpretive, and have citywide impact. The work of this position involves the ability to interpret various codes, regulations and laws, to exercise good judgement and act independently when faced with angry or noncooperative persons, and to be discrete and maintain confidentiality.

### **SUPERVISION RECEIVED/EXERCISED:**

Direction is received from the Director of Tourism Management and/or the City Manager's designee. Incumbent exercises direct supervision over lower level professional, technical and clerical staff.

### **ESSENTIAL FUNCTIONS:** *(include but are not limited to the following)*

- Oversees and provides direction in the management and enforcement of all City Code Compliance matters; including but not limited to the vacation rental program, identifying public nuisances, and issuing civil fines when administrative remedies are being implemented to gain code and permit compliance.
- Personally manages and/or closely oversees all aspects of complex code compliance cases; which includes performing a full array of property investigations/inspections; determining existence and type of code violations; compiling and evaluating findings of investigations/inspections; coordinating corrective action with property owners and other regulatory agencies; performing follow-up investigations/inspections as required; ensuring compliance is gained with all applicable municipal codes and regulations; issuing citations for noncompliance; and issuing stop work orders as necessary.
- Resolves service issues and complaints; interprets, applies and explains applicable municipal codes, zoning ordinances, building codes, vehicle codes, state housing, health and safety codes and other related laws,



and regulations to the public, departmental staff, and other agencies; advises property owners on the requirements for compliance; explains processes and procedures for obtaining compliance or appropriate permits.

- Oversees the enforcement of parking regulations related to snow removal operations; cites violators and coordinates vehicle towing when necessary.
- Evaluates and reviews code compliance procedures to identify opportunities for improving service delivery methods; develops systems to enhance departmental efficiency; demonstrates the ability to effectively adjust service and staffing levels in relation to fluctuating tourism/visitation.
- Ensures staff is maintaining daily logs and comprehensive records regarding enforcement activities, inspections, complaints and investigations; prepares a variety of correspondence including notices of violations and follow-up letters; analyzes statistical information related to program activities and prepares related reports.
- Photographs violations; gathers evidence and prepares cases for court proceedings; produces photographs and records of violations for evidence; files criminal complaints in court when necessary with management approval; represents the City in court regarding noncompliance if required.
- Assists with the selection, orientation, motivation and evaluation programs for the City's Code Compliance personnel; provides or coordinates staff training; supervises the staffs' work assignments; identifies and resolves staff deficiencies.
- Participates in the development of the Code Compliance Officers' work plan; assigns work activities, projects and programs; monitors work flow; reviews and evaluates work product, method and procedures, ensuring the department's goals and objectives are met.
- Responds to the more challenging questions and concerns from the general public, contractors, vendors, and outside agencies; provides information as appropriate and resolves public service or operational complaints; establishes and maintains a positive customer service orientation within the department.
- Exhibits strong customer service skills and works to establish positive working relationships with representatives of community organizations, state/local agencies, City management and staff, and the public.
- Participates in relevant professional organizations; maintains awareness of new trends and developments in the municipal code compliance field; incorporates new procedures as needed.
- Performs other related duties as required and necessary for the successful performance of this position.

### **PHYSICAL, MENTAL, AND ENVIRONMENTAL WORKING CONDITIONS:**

Position requires prolonged or intermittent sitting, standing, walking on level and slippery surfaces, reaching, twisting, turning, kneeling, bending, stooping, squatting, crouching, grasping, making repetitive hand movements, and using a computer in the performance of daily duties. Additionally, the position requires both near and far vision when addressing complaints, making inspections, and reading written reports and work related documents. Acute hearing is required when providing phone and personal service. The ability to lift,



carry, and push tools, equipment, and supplies weighing 35 pounds or more is also required. When working outdoors, the incumbent may encounter extreme weather conditions, including wet, hot, cold, wind, snow, and ice. Incumbents may frequently deal with irate members of the public and work with constant interruptions. The nature of the work also requires the incumbent to drive motorized vehicles, work in heavy vehicle traffic conditions and often work with constant interruptions. The noise level in the work environment is usually quiet to moderate when indoors and moderate to loud when outdoors. The incumbent will be required to work nights, weekends, holidays and be available to respond to afterhours emergency call-outs.

Some of these requirements may be accommodated for otherwise qualified individuals requiring and requesting such accommodations.

**QUALIFICATIONS:** *(The following are minimal qualifications necessary for entry into the classification.)*

**Education and/or Experience:**

Any combination of education and experience that has provided the knowledge, skills, and abilities necessary for a **Code Compliance Manager**. A typical way of obtaining the required qualifications is to possess five (5) years of increasingly responsible professional experience involving compliance with a variety of codes, laws, regulations, permits and ordinances, including zoning, housing or building inspection or investigation. In addition, a minimum of three (3) years supervisory experience and a high school diploma or equivalent is required. A bachelor's degree from an accredited college or university, in Public Administration, Criminal Justice, or a closely related field is preferred.

**License/Certificate:**

Possession of, or ability to obtain, a valid Class C California driver's license. Possession of, or ability to obtain a PC 832 certificate within six months of employment and continued maintenance of this certification.

**KNOWLEDGE/ABILITIES/SKILLS:** *(The following is a representative sample of the KAS's necessary to perform essential duties of the position.)*

**Knowledge of:**

Modern principles, practices, and methods used in the enforcement of a variety of codes, laws, regulations, permits and ordinances, including housing and building codes, business license codes, fire codes, and health laws; methods and techniques of training and motivation; practices and methods to encourage voluntary compliance to regulations and codes; techniques of calming angry and upset homeowners and/or tenants; methods and techniques used in enforcement, investigation and inspections; law enforcement procedures and administrative techniques; rules of evidence and court procedures; basic principles of mathematics; applicable federal, state and local laws, codes, ordinances and regulations; methods and techniques of scheduling work assignments; standard office procedures, practices, and equipment; modern office equipment, including a computer and applicable software; methods and techniques for record keeping and report preparation and writing; proper English, spelling, and grammar; occupational hazards and standard safety practices.

**Ability to:**

Lead, oversee and perform complex code enforcement work; effectively manage, coordinate and review the work of professional, technical and clerical personnel; perform complex interpretation of



codes, laws, regulations and ordinances; inspect and analyze a variety of buildings and properties and identify code violations; appropriately apply codes and regulations to varying situations; effectively deal with angry and noncooperative people to gain voluntary compliance with codes and ordinances; calm emotional situations; work well under pressure, be proactive, discreet and able to maintain confidentiality on appropriate issues; keep up with changing laws, codes, ordinances, and regulations; learn more complex principles, practices, techniques, and regulations pertaining to assigned duties; facilitate appropriate corrective action from property owners regarding violations; perform mathematical calculations quickly and accurately; implement, explain and apply applicable laws, codes, and regulations; read, interpret, and record data accurately; organize, prioritize, and follow-up on work assignments; work independently and as part of a team; establish and maintain cooperative working relationships with management, staff, other agencies, and the public; prepare a variety of timely accurate reports and analyses as required; make sound decisions within established guidelines; analyze a complex issue and develop and implement an appropriate response; follow written and oral directions; observe safety principles and work in a safe manner; communicate clearly and concisely, both orally and in writing.

**Skill to:**

Operate standard office equipment, including a computer and variety of word processing and software applications, as well as proprietary software designed specifically for compliance efforts.