

CLASS SPECIFICATION
Code & Neighborhood Services Division Manager
(At-Will Employment)

GENERAL PURPOSE

Under general direction, manages, coordinates, supervises and oversees the work of personnel engaged in the enforcement of a wide variety of City land use, building, zoning, housing, parking, graffiti restitution, business license, abandoned vehicle and weed abatement, vector control abatement and beautification ordinances, codes and regulations; and performs related duties as assigned.

DISTINGUISHING CHARACTERISTICS

This single incumbent class is responsible for managing, overseeing, reviewing and evaluating the work of the City's code compliance division. The incumbent is responsible for the formulation and development of unit goals and objectives, supervising assigned personnel and directing day-to-day activities of the division. With administrative direction and guidance from the Community Development Director, the incumbent carries out duties and responsibilities with considerable independence within the framework of established policies, procedures and guidelines. Assignments are broad in scope and allow for a high degree of administrative discretion in their execution.

ESSENTIAL DUTIES AND RESPONSIBILITIES

The duties listed below are intended only as illustrations of the various types of work that may be performed. The omission of specific statements of duties does not exclude them from the position if the work is similar, related or a logical assignment to this class.

1. Plans, organizes, controls, manages and evaluates the work of the code compliance division; with subordinate supervisors and staff, participates in establishing operational plans and initiatives to meet division goals and objectives; implements division plans, work programs, processes, procedures and policies required to achieve overall division performance results; coordinates and integrates division functions and responsibilities to achieve optimal efficiency and effectiveness; participates in developing and monitoring performance against the annual division budget.
2. Plans and evaluates the performance of assigned supervisors and staff; establishes performance requirements and personal development targets; monitors performance and provides coaching for performance improvement and development; provides or recommends compensation and other rewards to recognize performance; takes disciplinary action, up to and including termination, to address performance deficiencies, subject to management concurrence, in accordance with the City's human resources policies and procedures and labor contract provisions.
3. Provides day-to-day leadership and works with supervisors and staff to ensure a high performance, customer service-oriented work environment which supports achieving City objectives and service expectations; provides leadership and participates in programs and activities that promote a positive employee relations environment.

4. Manages, directs, administers and oversees the City's code compliance division, which encompasses a variety of City services including code enforcement, parking control, graffiti restitution, commercial enforcement, weed and abandoned vehicle abatement and vector control abatement programs; distributes assignments and special projects to staff and organizes division resources to ensure assignments are completed efficiently and within allotted timeframes.
5. Provides guidance and direction to code enforcement staff to ensure appropriate actions are taken in code enforcement violations and that all violations and information are appropriately documented; monitors and reviews inspection findings and progress; develops and improves inspection and case processing procedures, protocols and reports; ensures the proper administration and enforcement of the City's zoning, housing, and related codes; ensures the provision of quality customer service.
6. Represents the City at a variety of meetings; supervises and evaluates responses to citizen complaints; attends and participates in neighborhood meetings and other City-sponsored events; coordinates and participates in a variety of specialized division activities and programs; identifies and coordinates neighborhood outreach efforts; implements and coordinates neighborhood beautification and improvement programs.
7. Researches, evaluates and advises the City Council and City Manager on a variety of code enforcement issues; prepares reports and make public presentations to the City Council and related committees; researches and responds to requests for information; ensures timely actions on directives and initiatives; meets and confers with other City divisions and departments and outside agencies regarding code enforcement issues.
8. Keeps informed of changes and new legislation pertaining to codes and regulations affecting work of the division, ensuring that appropriate staff is informed and current.

QUALIFICATIONS

Knowledge of:

1. Principles, practices and trends of land use, building, zoning, housing, parking, graffiti restitution, business license, abandoned vehicle and weed abatement, vector control abatement and neighborhood beautification.
2. Municipal organization and functions pertaining to building, zoning, land use and related issues.
3. Federal, state and local laws, regulations and court decisions applicable to assigned areas of responsibility.
4. Municipal code enforcement methods, techniques and practices, individual rights and preservation of evidence.
5. Research methods and statistical techniques and applications.
6. Principles and practices of effective management and supervision.
7. City human resources policies and procedures and labor contract provisions.

Ability to:

1. Develop, implement, manage, administer and coordinate programs and activities designed to provide guidance to individuals seeking a variety of housing and community services.
2. Understand, interpret, apply and explain federal, state and municipal laws, regulations and codes pertaining to land use, building, zoning, housing, parking, graffiti restitution, business license, abandoned vehicle and weed abatement, vector control abatement and neighborhood beautification.
3. Analyze, research and compile technical and statistical information.
4. Communicate clearly and effectively, both orally and in writing.
5. Devise methods and techniques for accomplishing improved communications between various elements of the community.
6. Present proposals and recommendations clearly, logically and persuasively in public meetings.
7. Prepare clear, concise and comprehensive correspondence, reports, studies and other written materials.
8. Exercise sound, expert independent judgment within general policy guidelines.
9. Exercise tact and diplomacy in dealing with sensitive and complex issues and situations.
10. Establish and maintain effective working relationships with City officials and management, staff, representatives of other public agencies, citizen and community groups and others encountered in the course of work.

Education, Training and Experience:

A bachelor's degree with a major in public or business administration, construction management or a related field; and at least seven years of progressively responsible experience in the inspection or enforcement of building, zoning, land use or other related codes; at least two years of which were in a supervisory capacity; or an equivalent combination of training and experience.

Licenses; Certificates; Special Requirements:

A valid California driver's license and the ability to maintain insurability under the City's vehicle insurance policy.

Current, valid certification as a Certified Code Enforcement Administrator, Certified Building Official or equivalent is preferred.

PHYSICAL AND MENTAL DEMANDS

The physical and mental demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this class. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

Physical Demands

While performing the duties of this job, the employee is regularly required to sit; talk or hear, both in person and by telephone; use hands to finger, handle and feel computers and standard business equipment; and reach with hands and arms. The employee is frequently required to stand and walk; climb or balance; stoop, kneel, bend, crouch or crawl, and lift up to 25 pounds.

Specific vision abilities required by this job include close vision, distance vision, the ability to distinguish basic shades and colors and the ability to adjust focus.

Mental Demands

While performing the duties of this class, the incumbent is regularly required to use written and oral communication skills; read and interpret complex data, information and documents; analyze and solve complex problems; use math/mathematical reasoning; perform highly detailed work under changing, intensive deadlines, on multiple concurrent tasks; work with constant interruptions, and interact with City officials and management, staff, representatives of other public agencies, citizen and community groups and others encountered in the course of work.

WORK ENVIRONMENT

The work environment characteristics described here are representative of those an employee encounters while performing the essential functions of this class. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

The employee works under typical office conditions, and the noise level is usually quiet. The employee may periodically be required to work in outside conditions, exposed to wet and/or humid conditions, where the noise level may be loud.