

PROVO CITY CLASSIFICATION SPECIFICATION	
Title: Code Compliance Officer	Job Code: 2100
Date: May 1, 2019	EEO Code: PP
FLSA Designation: Non-Exempt	Civil Service Status: Covered (UC)

DEFINITION: This is technical field inspection and office work enforcing health, safety, zoning, and rental housing codes and other related City ordinances.

CLASSIFICATION STANDARDS: Positions allocated to this classification are responsible to the Zoning Administrator and perform all work under general direction. This work is distinguished from the work of the senior officer classification by its greater need for supervision, less complex caseload, and lack of team leader duties. *Note: Employees are eligible for advancement in the career series as directed by policy.*

ESSENTIAL DUTIES: Respond to code-related complaints; patrol assigned neighborhoods to identify and investigate health, safety, zoning, and rental housing code violations including debris, inoperable vehicles, illegal signage, unsanitary conditions, or other issues; inspect a variety of properties for possible code violations including, but not limited to, single family homes, apartments, and vacant lots; collect and document site violation evidence including taking photographs, taking measurements, interviewing complainants and witnesses, and drawing diagrams and basic plans; interpret and explain findings and respond to violators, complainants, and other citizens; as needed, conduct surveillance on properties; resolve conflicts; issue notices of violation and notices to abate nuisances using City standards or codes to determine compliance deadlines; as needed, initiate requests for search warrants through the Police and Legal departments; attend the serving of warrants; follow-up on violations to ensure compliance and process cases to the Legal department for further enforcement.

Manage individual caseload; assist with team caseload; prioritize cases based on urgency; input data into CityView application; research property ownership, current and archived staff reports, files, and other records; draft letters, memos, investigative reports, attorney fact sheets for non-compliance, and staff reports; coordinate cases with other City departments or divisions including Police (community-oriented), Building Inspection, Planning, and Fire; prepare, as needed, cases for presentations to Board of Adjustment and Administrative Hearing Officer; serve as an expert witness in judicial proceedings; as assigned, participate in surveys, special studies, or analysis; respond, in clear and understandable language, to inquiries from the public concerning requirements of City codes, ordinances, compliance procedures, and policies; meet with assigned neighborhood committees; if needed, refer citizens to the proper authority; perform other related duties as required.

MINIMUM REQUIREMENTS: High School Diploma or equivalent and one (1) year of experience performing duties in property maintenance, enforcement of local, state or federal laws or in a field which has a regulation enforcement process. Education may be substituted for experience [each one (1) year of post-secondary education/training for six (6) months of experience].

License(s) and Certification(s): A valid, lawful Driver's License is required.

SELECTION FACTORS: Knowledge of: related health, safety, zoning, and rental housing laws, codes, ordinances, rules, and regulations governing functions of the position; investigation, enforcement, and adjudication of municipal codes; permit processing procedures; policies and procedures established for the work system; building construction materials and methods; building maintenance standards and sanitary practices; safe work methods; operations, functions, and terminology common to the work; basic English composition, spelling, and grammar. **Skill in:** gathering and analyzing data; dealing with the public in emotional or negative situations; conflict resolution; using current office software applications including Microsoft Office Suite; practicing trust-building behaviors. **Ability to:** detect substandard maintenance, poor sanitary practices, illegal occupancies, zoning violations; read and understand basic plans; write detailed reports and correspondence; maintain current and accurate records; interpret general orders; research technical and specialized data and information; present matters clearly and persuasively before the public, management, employees, and other groups; quickly and accurately perform work; communicate effectively both verbally and in writing; develop and maintain effective working relationships with the public, coworkers, and superiors including demonstrating a high level of commitment to the principles of positive customer service; organize assigned work and develop effective work methods; prepare clear, concise, accurate, and informative reports; perform duties in a manner that demonstrates respect, integrity, courtesy, and kindness towards fellow workers, customers, and the general public.

TOOLS AND EQUIPMENT USED: Motorized vehicle, calculator, telephone, computer, digital camera, and other field and office equipment as needed.

PHYSICAL DEMANDS: Requires office work and field inspections which may require physical exertion including the ability to move among construction equipment, unfinished projects, unsanitary conditions, debris, or other hazardous conditions. May work extended hours and sit at a computer desk for long time periods while maintaining a concentrated attention to detail.

ENVIRONMENTAL FACTORS: Exposure to adverse weather conditions, prolonged sunlight, and work in areas with unknown and potentially unsafe conditions. May include exposure to high-stress situations or environments, including contact with the public in confrontational or uncomfortable circumstances and the meeting of strict deadlines.



 Department Director

30 April 2019
 Date



 Mayor/Chief Administrative Officer

5-1-19
 Date

NOTE: The above statements describe the general nature and level of work being performed by the person(s) assigned to this classification. They are not intended to be an exhaustive list of all duties, responsibilities, and skills required of personnel so classified. Class specifications are not intended to and do not imply or create any employment, compensation, or contract rights to any person or persons. Management reserves the right to add, change, or delete any and all provisions of this classification at any time as needed without notice. Reasonable accommodations may be made for otherwise qualified individuals who require and request such accommodation. This class specification supersedes earlier versions.