

<b>PROVO CITY CLASSIFICATION SPECIFICATION</b>	
<b>Title:</b> Senior Code Compliance Officer	<b>Job Code:</b> 2102
<b>Date:</b> May 1, 2019	<b>EEO Code:</b> PP
<b>FLSA Designation:</b> Non-Exempt	<b>Civil Service Status:</b> Covered (UC)

**DEFINITION:** This is higher-level technical field and office work inspecting for and 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 very general direction. This work is distinguished from the work of a lower-level officer by its greater autonomy, more difficult and complex caseload, and 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; discuss work specifications with and take bids from contractors for abatement of hazardous property conditions; handle more difficult and complex cases.

Manage individual caseload; serve as team leader on larger cases; train lower-level officers; provide trainee performance information to Zoning Administrator; 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 or inspections 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; serve as team leader for surveys, special studies, or analysis; as needed, inspect or coordinate inspections with other agencies; respond, in clear and understandable language, to inquiries from the public concerning requirements of City codes, ordinances, compliance procedures, and policies; make presentations to community and neighborhood groups; 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 three (3) years of experience in code enforcement or related field, preferably with a municipality. Additional education may be substituted for experience [each one (1) year of post-secondary education/training for six (6) months of experience]. Lead code compliance experience preferred.

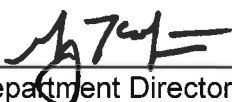
**License(s) and Certification(s):** A valid, lawful Driver's License is required. American Association of Code Enforcement Certificate preferred, but not required.

**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 highly emotional or negative situations; conflict resolution; handling more difficult and complex cases; 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; provide guidance to and train lower-level Code Compliance Officers; serve as a team leader; 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.