

CODE COMPLIANCE OFFICER TRAINEE

JOB DESCRIPTION

Classification Responsibilities: A Code Compliance Officer Trainee is responsible for learning to perform technical field inspections and investigation work in the enforcement of the City's zoning, sign, exterior housing maintenance, and other nuisance and environmental control ordinances. This class is also responsible for performing related duties as required.

Distinguishing Features: This is a trainee class generally working under the direction of a Code Compliance Officer I or II while learning to perform the full scope of duties of a Code Compliance Officer I through on-the-job training and guidance.

The Code Compliance Officer Trainee is distinguished from the Code Compliance Officer I by the latter's ability to carry out the full-range of inspection and enforcement duties with minimal supervision or assistance. Employees in this class may progress by noncompetitive promotion to Code Compliance Officer I upon meeting the specific criteria-based promotion requirements of job knowledge, productivity, customer service, job performance, community awareness, and teamwork. Work is performed under the general supervision of the Code Compliance Supervisor who reviews work through conferences, reports, and results achieved. This class is FLSA nonexempt.

QUALIFICATIONS

Employee Values: All employees of the City of Mesa are expected to uphold and exhibit the City's shared employee values of Knowledge, Respect, and Integrity.

Minimum Qualifications Required. Graduation from high school or GED. Any combination of training, education, and experience equivalent to considerable (3-5 years) work experience in a customer service related field, including at least one (1) year of experience in conflict resolution and/or settling customer complaints.

Special Requirement. Must possess a valid Class D Arizona Driver's License by hire date.

Substance Abuse Testing. None.

Preferred/Desirable Qualifications. Possession of or working toward an International Code Council (ICC)/Arizona Building Officials (AZBO) zoning certification. Experience with a personal computer (PC).

ESSENTIAL FUNCTIONS

This class requires that incumbents learn to perform the essential functions of a Code Compliance Officer I. The essential functions can be learned through the successful completion of the criteria-based-promotional process established for this class. Employees in this class will learn to perform and become able to independently perform the following essential functions:

Communication: Communicates effectively and persuasively with the general public, other City employees, management, contractors, developers, government agencies, and public officials in order to explain codes, ordinances, violations, and required corrective action. Explains technical problems and provides options using negotiation skills to resolve code violations. Prepares accurate written documents (notices of violation, stop work orders, letters, door hangers, civil citations, long-form criminal charges, and reports) with clearly organized thoughts and using proper sentence structure, punctuation, and grammar in order to convey the appropriate codes, facts, and statements. Deals with angry, insulting, and argumentative people in a calm and rational manner. Deals with a high volume of cases often including stressful situations and a negative atmosphere. Attends and represents the department at various City and public meetings.

Manual/Physical: Inspects, monitors, and evaluates complaints and violations to determine compliance with prescribed regulations, guidelines, and codes. Reads and uses City maps, property descriptions, and construction plans to ensure that structures are not erected in violation of code requirements. Investigates unsafe vacant building violations, determines appropriate action, and follows through for compliance. Distinguishes colors to verify compliance with design review guidelines. Operates a motor vehicle (sedan or pickup truck) requiring a standard Class D Arizona Driver's License to drive to and from various complaint sites, construction sites, City offices, etc. Uses common hand tools such as a hammer, screwdriver, staple gun, crowbar, and wire cutters to remove illegal signs, repair and/or replace pool gates or fences, secure structures, etc. Detects traffic sounds when working near moving traffic. Moves signs on occasion (maximum weight 50 pounds) distances of up to 20 feet to enforce City codes. Operates general office equipment (copy machine, PC, facsimile machine, calculator, and two-way radio) to perform the functions of the job. Enters data or information into a PC in order to create and maintain accurate public records. Prepares forms, mail, notices, citations, and criminal charges for distribution, hand-delivery, and/or mailing to property owners, occupants, mortgage companies, and various City departments. Meets scheduling and attendance requirements.

Mental: Applies City policy and operating procedures to complete work assignments. Prioritizes own work (example: inspections, meetings, court appearances, appointments, etc.). Learns to analyze property and building conditions to determine if code violations exist. Resolves procedural problems, code violations, and interpretations by negotiating, reasoning, and using sound rationale for proper decisions. Conducts research and analyzes property ownership, utility records, and court records to contact property owners and resolve code violations. Comprehends and makes inferences from criminal records, deeds, legal descriptions, quarter-section maps, microfilm, parcel maps, and construction plans in order to conduct investigations and inspections. Understands and interprets construction plans, blueprints, schematic drawings, specifications, layouts, and zoning maps in order to make inspections and conduct investigations. Plans, coordinates, secures resources, and monitors various special projects as needed. Coordinates work methods, recommends changes, and participates in implementing those changes with other team members. Prepares oral and written reports of a technical nature. Learns job-related material through on-the-job training and classroom instruction.

Knowledge and Abilities:

Knowledge and abilities are obtained through the successful completion of the criteria-based-promotional process established for this class.

Knowledge of:

the City of Mesa Zoning Ordinance including, but not limited to, prohibited uses, pool regulations, fence heights and locations, landscape requirements, landscape maintenance, setbacks, and lot sizes;

the City of Mesa Public Nuisances, Property Maintenance, and Neighborhood Preservation Ordinance, which defines and prohibits public nuisances, deterioration, and blight, and requires maintenance and compatibility of exterior surfaces;

the City of Mesa Sign Ordinance, which promotes the effectiveness of signs by preventing their over concentration, improper placement, deterioration, and excessive size and number;

the Arizona Revised Statutes, Titles 9, 12, 33, and 36, which includes the rental registration and the abandoned refrigerator ordinances;

the City of Mesa Municipal Code including, but not limited to, smoking, noise, lighting, handbills and circulars, peddler licenses, second-hand dealer licenses, and other miscellaneous codes;

the Uniform Administrative Code, which provides necessary requirements and procedures for the adoption and enforcement of codes;

the Uniform Code for the Abatement of Dangerous Buildings, which contains procedures for the classification and abatement of dangerous buildings;

the National Electrical Code, Article 600, which covers the equipment and installation of electric signs; and

the City's geography (streets and landmarks).

Ability to:

use initiative and independent judgment to determine if a violation exists and the appropriate follow up action to take place;

conduct follow-up investigations to ensure that violations are corrected;

gain voluntary cooperation of the citizen against whom the enforcement action is being taken in order to determine whether a violation has taken place;

enforce City codes through the use of an appropriate level of explanation and presence of authority in order to gain agreements on compliance deadlines and avoid court action;

inspect sites to determine if vehicles are inoperable and issue notices of violation to the responsible party to correct the violation;

operate a PC to access information in order to conduct research and create and maintain accurate public records;

investigate sign code violations by checking for appropriate sizes, set backs, heights, external composition, and proper internal electrical wiring and connections, and explain the sign code as appropriate;

investigate and resolve age specific zoning violations through negotiation and mediation;

read and use City maps, property descriptions, construction plans, and other related plans and drawings to ensure compliance with code requirements;

inspect commercial and residential properties to determine whether they are still in conformance with approved plans and meet all zoning and design review guidelines (example: landscaping, fencing, signs, parking spaces, and outside lighting);

work with a minimum amount of supervision in prioritizing work by choosing among and scheduling such tasks as the following: responding promptly to citizen complaints and collecting evidence for enforcement;

issue stop work orders for sign installations and/or construction that does not have the necessary permits or inspections;

prepare case summaries, initiate requests for criminal complaints when legal action is necessary to obtain code compliance and appear and testify in court as an expert witness on behalf of the City; and establish and maintain effective working relationships with management, coworkers, and the general public.

The duties listed above are intended only as general illustrations of the various types of work that may be performed. Specific statements of duties not included does not exclude them from the position if the work is similar, related, or a logical assignment to the position. Job descriptions are subject to change by the City as the needs of the City and requirements of the job change.

Revised 2/20

NF/js/co

CS4518

EEO-PARA

JOB FCTN-TEC

INCREMENTS 33-200

PAY GRADE: 46

IND-9410

SWORN-No