

## CODE COMPLIANCE SUPERVISOR

### JOB DESCRIPTION

**Classification Responsibilities:** A Code Compliance Supervisor is responsible for supervising, planning, and coordinating the activities of a Code Compliance Inspection Team focused on promoting health, safety, and welfare of the citizens of Mesa through enforcement of the Public Nuisance, Property Maintenance, Neighborhood Preservation, Zoning, and Sign Codes. This position establishes work procedures, implements policies, and manages enforcement activities, emphasizing a resolution of violations in a cooperative manner. An employee in this classification also establishes and strengthens relationships with neighborhood leaders and concerned citizens. The class performs related duties as required.

**Distinguishing Features:** The Code Compliance Supervisor manages, coordinates, and supervises a staff of Code Compliance Officers and administrative staff and incorporates a team-oriented approach to code enforcement and investigative procedures. The incumbent provides professional, technical, and enforcement guidance, direction, and coordination of all proposed code enforcement plans. The incumbent is responsible for interpreting codes for professional and technical staff to ensure consistent application of the codes and is responsible for resolving unusual compliance issues. Employees in this class may perform the full range of code enforcement tasks. In addition, the Code Compliance Supervisor reviews and directs the work of Code Compliance Officers through team coordination and planning processes. This class is supervised by the Code Compliance Director. This class is FLSA exempt-administrative.

### 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. Extensive (5+ years) of work experience associated with zoning enforcement, city code enforcement, law enforcement, neighborhood preservation, or related field. Good (1 – 3 years) experience in a lead or supervisory capacity.

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

**Substance Abuse Testing.** None.

**Preferred/Desirable Qualifications.** Considerable (3 - 5 years) supervisory experience is preferred. Considerable (3 - 5 years) experience interpreting and applying zoning, sign, nuisance, environmental ordinances, or other related codes is preferred. Extensive (5+ years) experience in dealing effectively with the general public and business organizations is also preferred. A Zoning Inspector/County Code Enforcement Certificate from the Arizona Association of County Planning Directors (AACPD), Coalition of Arizona County Code Enforcement Officials (CACCEO), International Code Council (ICC), American Association of Code Enforcement (AACE), or Arizona Western College is preferred. Graduation from an accredited college or university with a Bachelor's Degree is preferred.

## ESSENTIAL FUNCTIONS

**Communication:** Communicates with the general public and employees in order to answer inquiries and complaints, give directions, and explain actions of the department and its policies and procedures. Provides information, gives instructions, and responds to questions from the general public and City employees in order to enhance public relations and employee morale.

**Manual/Physical:** Attends meetings and observes, inspects, or monitors the behavior of office or field personnel to determine and maintain compliance with departmental policies and procedures and safety standards. Assists with the removal of political signs or other signage. Operates a vehicle requiring a standard Class D Arizona Driver's License to attend meetings. Operates a personal computer (PC) to retrieve or enter information and communicate via electronic mail. Meets scheduling and attendance requirements.

**Mental:** Supervises an inspections team through coordination with professional staff by assigning work, reviewing work methods, answering questions, and reviewing and approving activities and other work performed by team associates. Advises members of the Code Compliance Department of codes, zoning, sign, nuisance, and department policy interpretations. Completes and prepares employee evaluations with team guidance. Assists team members in the resolution of problems. Prepares budgetary components, capital expenditures, forecasting staffing needs, and monitoring expenditures. Resolves procedural problems, code violations, and interpretations by negotiating, reasoning, and communicating. Conducts research and analyzes property ownership, zoning entitlements, utility records, and court records to contact property owners and resolve code violations when necessary. Prepares oral and written reports of a technical nature. Prepares and reviews evidence summaries for civil and criminal court proceedings. Demonstrates continuous effort to improve operations, decrease turnaround times, streamline work processes, and work cooperatively and jointly to provide quality customer service.

### Knowledge and Abilities:

Knowledge of:

City of Mesa Management Policies and Personnel Rules; zoning code specifics concerning prohibited uses, pool regulations, fence heights and locations, landscape requirements, landscape maintenance, setbacks, and lot sizes; administration theories and practices; rules of civil procedure as prescribed by the Arizona Supreme Court; rules of civil enforcement of municipal ordinances as provided for in the Arizona Revised Statutes; purpose and provisions of the City zoning, property maintenance, and environmental safety ordinances and housing safety regulations; application and enforcement of stipulations and variances; principles and practices of employee supervision and training; and blueprints, layouts, construction plans, parcel maps, and zoning maps.

Ability to:

analyze incoming cases, determine violation codes, and establish a tracking and monitoring program of cases assigned to staff;

determine schedules for the completion of special enforcement projects;  
direct the research and compilation of data necessary for the fulfillment of design objectives;  
coordinate related workflow, both within the City organization and with outside agencies;  
investigate, analyze, evaluate, and resolve operational, procedural, and personnel concerns;  
supervise the work of subordinate staff, including evaluating performance in a team approach,  
conducting disciplinary actions, and other personnel-related issues;  
formulate and implement new programs;  
enforce City codes through the use of appropriate level of explanation and presence of authority in order  
to gain agreements on compliance deadlines and avoid court action;  
represent the City in court actions related to zoning enforcement;  
communicate with, and respond pleasantly to, a demanding and diverse public in answering questions,  
explaining policies, and handling complaints; and  
deal effectively with coworkers, City officials, and the general public in routine and emergency  
situations.

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.

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AD/js/ah

CS4677.DOCX

EEO-Tech

JOB FCTN-ADM

Non-DOT Safety and Security-N

CDL-N

RESP-N

PAY GRADE: 54

IND-9410

SWORN-No

Non-DOT Random-N

DOT-N

INCREMENTS 58-200