

## **BUSINESS AND COMMERCIAL CODE COMPLIANCE OFFICER**

### **JOB DESCRIPTION**

**Classification Responsibilities:** A Business and Commercial Code Compliance Officer is primarily responsible for community engagement and compliance with the City's sign ordinance and other ordinance's related to the business community, notably the area in and around downtown Mesa and other citywide opportunity areas. This position is also responsible for performing related duties as required.

**Distinguishing Features:** This classification has been designated as a non-classified, non-merit system, at-will position. The Business and Commercial Code Compliance Officer is expected to develop and maintain relationships within the business community through outreach and education, exercise considerable initiative to work independently in the field, and is responsible for decisions requiring discretion, judgment, and familiarity with a variety of codes and ordinances. The Business and Commercial Code Compliance Officer is expected to develop and distribute informative materials designed specifically for members of the business community which addresses City ordinances that potentially impact their properties, in particular, the City of Mesa's sign ordinance. The Business and Commercial Code Compliance Officer is also expected to utilize traditional outreach methods to create strong communication with the business community to address any potential concerns or violations of the sign code. The Business and Commercial Code Compliance Officer will also carry out a full-range of inspections and enforcement of specific ordinances and codes relating to businesses, including maintaining a workload and follow-up with businesses and commercial properties. It is expected the Business and Commercial Code Compliance Officer will work closely with the Code Compliance Administrator and display a high level of diplomacy and coordination both the City Manager's Office and members of City Council.

The Business and Commercial Code Compliance Officer is distinguished from the Code Compliance Officer I and II by having a primary focus on community engagement and compliance of businesses and commercial properties. This individual needs to demonstrate a high-level of diplomacy, political acumen, and experience working with and for the City Council and/or City Manager's office. The Business and Commercial Code Compliance Officer is expected to use independent judgment and discretion to resolve public relations conflicts with great sensitivity and/or negotiation skills. The Business and Commercial Code Compliance Officer is expected to be a point of contact for members of the business community regarding code compliance matters. Work is performed under the general supervision of a Code Compliance Supervisor who reviews work through reports and results achieved. 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) municipal government policy or public contact experience in dealing effectively with citizens and business organizations. Experience (2+ years) organizing and conducting community engagement programs, events, or meetings.

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

**Substance Abuse Testing.** None.

**Preferred/Desirable Qualifications.** Bachelor's degree in a field related to public administration, communications, public relations is preferred. Basic knowledge or exposure to City's sign, building and nuisance codes. Proven experience (3+ years) working on highly responsible special projects on behalf of the Mayor/Council and/or City Manager's Office. Experience with a personal computer and website and social media posting or development is also preferred.

## **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, educational materials, 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 citizens in a calm and rational manner. 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. 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. 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, personal computer (PC), cellular telephone and/or 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 (examples: 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 of:

the City of Mesa Zoning Ordinance including, but not limited to, prohibited uses, landscape requirements, landscape maintenance, and setbacks;  
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 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; 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 business 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;  
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, setbacks, heights, and external composition, 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 properties to determine whether they are still in conformance with approved plans and meet all zoning and design review guidelines (examples: 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.

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INCREMENTS 52-200

PAY GRADE: 50

IND-9410

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