

CODE COMPLIANCE DIRECTOR

JOB DESCRIPTION

Classification Responsibilities: A Code Compliance Director is responsible for planning, directing, and reviewing the activities of all personnel assigned to Code Compliance. Work involves making and managing the budget including recommending personnel and capital needs; directing or personally investigating citizen complaints about personnel conduct and services; directing and managing public hearing officer contracts; interacting with community organizations and representing the City of Mesa on various committees and boards; coordinating activities with other law enforcement agencies or city departments; and participating in various Citywide projects and/or programs. A Code Compliance Director recommends comprehensive goals and objectives and is responsible for their implementation and results achieved and manages the activities of the Code Enforcement team. In this capacity, the incumbent operates with a high level of autonomy including overseeing and monitoring Code Enforcement personnel, managing both Civil and Criminal citations, and coordinating inspections and enforcement of high hazard situation and/or unsafe structures in conjunction with the Building Official, the Fire Marshall (Fire Department), the City Prosecutor's Office, outside agencies, and other departments as required. The position is responsible for monitoring the activities of the Code Supervisor and all Code staff to ensure conformance with safety and process directives and ensure quality customer services are being provided. Devises, develops, and makes recommendations to City Management and City Council on policies and procedures related to code compliance projects, workloads, and staffing to increase efficiencies and to deliver customer satisfaction. Works with city management and other City departments to constantly evaluate and improve Code Enforcement processes and procedures. The position is also responsible for responding to requests from elected officials and City management as requested. This class performs related duties as required.

Distinguishing Features: The administrative nature of the work requires considerable responsibility for making decisions regarding actions to be taken, independent judgment in the interpretation of policies and procedures, as well as application of laws and ordinances. This position is expected to exercise considerable initiative and independent judgement within the City and Department. A Code Compliance Director provides complex staff assistance to city management, is considered the highest authority for Code Compliance, and represents the Department at City Council meetings, at local/regional/statewide code compliance meetings or conferences, and in meetings with the City Manager's Office. Supervision is received from the Deputy City Manager who reviews work through observation of results and evaluation of reports. The Code Compliance Director class can be distinguished by responsibility in terms of supervision, decision-making, and planning of the operations of the assignment. This classification has been designated as a non-classified, non-merit system, at-will position. This class is FLSA exempt-executive.

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. Any combination of training, education, and experience equivalent to graduation from an accredited college or university with a Bachelor's Degree in Business

Administration, Public Administration, Architecture, Planning, Civil Engineering or a related field and extensive (5+ years) of municipal code enforcement experience with focus on zoning enforcement; and compliance and one year of lead or supervisory experience.

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

Substance Abuse Testing. None.

Preferred/Desirable Qualifications. Experience representing City Management initiatives, establishing appropriate metrics and evaluation of assignments; and experience working with citizens, stakeholders, and potentially responsible parties to achieve compliance with applicable codes, laws, and ordinances. Certification as a Zoning Enforcement Officer with the American Association of Code Enforcement (AACE) is also 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. Prepares and reviews the following: budget recommendations for a division; statistics and reports on departmental activities; recommendations regarding performance ratings and disciplinary actions; departmental policies and procedures; administrative studies; and program proposals.

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. 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: Comprehends and makes inferences from written material including departmental policies and procedures, federal and state laws, City codes, City Personnel Rules, police reports, Notices of Violations and Citations, and administrative studies in order to: resolve complex operational and procedural problems; formulate programs and plans to maintain departmental efficiency and responsiveness; and make fair and consistent recommendations on performance ratings, disciplinary actions, and other personnel matters. Analyzes information, statistics, and reports on departmental activities in order to determine service needs, availability of resources, and if existing programs meet the needs of the public. Supervises and evaluates the work of subordinate personnel by reviewing results achieved and ensuring conformance to standards.

Knowledge and Abilities:

Knowledge of:

administration theories and practices;
federal, state, and City criminal, civil, and traffic laws, and related court decisions;

City of Mesa Management Policies and Personnel Rules;
services available to the Police Department or assigned department from other agencies;
program budgeting practices and procedures;
principles of supervision, training, and performance evaluation; and
human relations and communication techniques.

Ability to:

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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MG/sb

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EEO-O/A

JOB FCTN-ADM

Non-DOT Safety and Security-N

CDL-N

RESP-N

PAY GRADE: E09

IND-9410

SWORN-No

Non-DOT Random-N

DOT-N

PAY PLAN E09-E21