



TOWN OF YOUNTVILLE JOB DESCRIPTION

CODE COMPLIANCE OFFICER

*Class specifications are only intended to present a descriptive summary of the range of duties and responsibilities associated with specified positions. Therefore, specifications **may not include all** duties performed by individuals within a classification. In addition, specifications are intended to outline the **minimum** qualifications necessary for entry into the class and do not necessarily convey the qualifications of incumbents within the position.*

DEFINITION

The Code Compliance Officer performs a variety of professional, technical, and administrative work in the development, coordination, and execution of a Code Compliance Program for the Town of Yountville including investigating, processing, and resolving violations of ordinance, rules, and regulations administered by the Town of Yountville such as zoning, nuisance, and municipal code violations. Responsibilities include responding and investigating complaints, educating residents on the relative codes and policies, proactive property inspection, encouraging good neighbor practices to achieve sustainable compliance through cooperation and support, and utilizing legal enforcement when necessary. Assists businesses and residents with enforcement of laws, regulations and code designated to abate nuisances, protect zoning, support public safety, preserve property maintenance, sanitation, and health on both private and public property.

DISTINGUISHING CHARACTERISTICS

- Enforces all applicable codes relating to health, safety, welfare, and community preservation; resolves complex and sensitive code violation issues, using tact and diplomacy to encourage voluntary compliance.
- Receives complaints of code violations from the public, Town staff, and others. Performs on-site inspection of property and construction (private and public), investigates, and conducts research to determine compliance with codes and locate unlicensed activities.
- Coordinate Special Event, Amplified Sound and Film permit applications.
- Tracks case information and prepares inspection reports.
- Evaluates information pertaining to applicable codes and ordinances and recommends appropriate course of action.
- Contacts responsible parties and prepares compliance letters; issues notices and citations; initiates other corrective action as necessary; performs follow-up to ensure compliance and cost recovery as directed.
- Maintains and updates computerized record of all inspection activity in a shared location; maintains case files and calendar system to track case activity; maintains time accounting records for purposes of cost recovery.
- Prepares periodic activity reports for the Town Manager's office or specific Department and Town Council.
- Responds to inquiries from the public, Town staff, and others, interpreting and explaining Town codes, ordinances, policies, and procedures pertaining to code compliance.
- Prepares case information for legal proceedings with appropriate functional Director, Town Manager and Town Attorney; may act as Town representative and present evidence.
- Develops educational material and public awareness campaigns for the Code Compliance Program.

- Represents the Town of Yountville responding to the public and others in a prompt, professional and courteous manner while continuously maintaining a positive customer service demeanor.
- Establishes and maintains positive working relations with coworkers, other agency partners including the Napa County Sheriff's Department and the public.
- Enforces municipal code regulations concerning the use of the public right-of-way including the parking of recreational vehicles on Town property and/or in the right-of-way.
- Support the Public Works department in a variety of functions.
- The duties and responsibilities listed should not be construed to be all-inclusive. The essential job duties will include other responsibilities as assigned and required.

QUALIFICATIONS

Mandatory Requirements:

High school diploma or equivalent; and at least two years of experience in code enforcement, community development, law enforcement, criminal justice administration, or related field; or any equivalent combination of education and experience which demonstrates the knowledge, skills, and abilities to perform the essential job duties. A two or four-year college degree may take the place of one year of experience.

Knowledge/Skills/Abilities

Knowledge

- Knowledge of Town government and the impact of enforcement actions.
- Knowledge of applicable laws, code, and zoning ordinances.
- Knowledge of general office procedures, including spelling, grammar, punctuation, and math.
- Knowledge of operation of standard office equipment, including data entry equipment; telephone etiquette; and word processing software.

Skills

- Organized and able to maintain good record keeping.
- Ability to write effective emails, letters, and memorandums.
- Skill in investigation and observation.
- Skill in communicating with others, conflict resolution, and dispute mediation.
- Skill in accurately checking data.
- Skill in establishing and maintaining effective working relationships with individuals from diverse backgrounds.
- Skill in interpreting the governing documents such as the Municipal Code.
- Able to prioritize job duties and balance multiple needs and inquiries in a busy work environment.

Abilities

- Ability to communicate effectively with the public, members of the outside agencies, and employees.
- Ability to follow through on multiple compliance cases in a deadline-intensive environment. Ability to work with public in resolving problems.
- Ability to safely operate motorized vehicles.
- Ability to remain calm and professional with potentially angry people.

Work independently; understand and execute complex oral and written instructions and apply guidelines to varied situations; meet and deal with the public in a pleasant, courteous manner and, at times, in intense

situations; independently investigate and respond to problems, interpret and explain local codes and ordinances; prioritize and successfully complete multiple work assignments simultaneously; initiate, plan, organize and carry through projects; work quickly and accurately with numeric calculations.

Special Requirements/Licenses:

Possession of a valid California drivers. Must have a safe driving record.

SUPERVISION RECEIVED

Works under the direction of the Direction of the Town Managers Office who holds the employee accountable for achieving code enforcement goals and objectives in alignment with the Town's Code Compliance Program.

SUPERVISORY RESPONSIBILITIES:

This position is not a supervisory position.

PHYSICAL DEMANDS:

While performing the duties of this position, the employee is frequently required to stand, sit, communicate, reach, and manipulate objects, tools or controls. The position requires mobility. The Code Compliance Officer must be able to push, pull, lift, and carry up to 40 pounds. Manual dexterity and coordination are required over 50% of the work period while operating computers, motorized vehicles, and other standard office equipment.

TOOLS AND EQUIPMENT USED:

Computer, including word processing, outlook, data base, Internet, and spreadsheet programs; calculator, online software programs such as Springbrook, Primegov, and OpenGov; telephone, copy machine, and postage machine. The position requires the use of Town Vehicles.

WORK ENVIRONMENT:

The work period occurs mainly in outdoor environments with exposure to all weather conditions. The noise level in the work environment is typical of most office environments. Driving a vehicle to work locations in the local area, responsible for the safety of others with traffic control responsibilities and experiencing vibration from driving a motor vehicle are part of this position. Reasonable accommodation will be made to meet the known limitations of qualified disabled individuals in performing the essential job functions of this position.

This description covers the most significant essential and auxiliary duties performed but does not include other occasional work which may be similar, related to, or logical assignment to the position.

The job description does not constitute an employment agreement between the employer and the employee and is subject to change by the employer as the needs of the employer and requirements of the job change.