

CODE ENFORCEMENT MANAGER

DEFINITION

To direct, manage, supervise, and coordinate the operations, programs and activities of the Code Enforcement Division, which includes the encouragement, development and support of self-sufficient neighborhood partnership organizations that supplement and complement City services designed to preserve and enhance the appearance and livability of the City's neighborhoods.

DISTINGUISHING CHARACTERISTICS

This is a Division Head management classification. The incumbent is responsible for managing the Code Enforcement Division and its various programs in the areas of housing, health, sanitation and cleanliness, zoning, weed abatement, blight abatement, illegal construction, Tobacco program, vacant property abatement, graffiti abatement, vehicle abatement, building/housing inspection; policy development; budget administration; long-term and short-term strategic planning; cost recovery; and the supervision of assigned staff. This position is distinguished from the Code Enforcement Supervisor in that it is responsible for broad and complex planning, budgeting, and policy development.

SUPERVISION RECEIVED

General direction is provided by the Deputy Director of Development Services, or designee.

SUPERVISION EXERCISED

Provides direct and indirect supervision of professional, technical and clerical personnel, student interns, and community volunteers.

ESSENTIAL DUTIES

Essential duties may include, but are not limited to, the following:

Assumes management responsibility for all services and activities of the Code Enforcement Division.

Manages and participates in the development and implementation of goals, objectives, policies, and priorities for assigned programs and functions including business license, code enforcement, property maintenance, mandatory garbage collection and fee collection programs; recommends, within Departmental policy, appropriate service and staffing levels; recommends and administers policies and procedures.

ESSENTIAL DUTIES (continued):

Continuously monitors and evaluates the efficiency and effectiveness of service delivery methods and procedures; assesses and monitors work load, administrative and support systems, and internal reporting relationships; identifies opportunities for improvement and reviews with the Development Services Director; implements improvements.

Coordinates, oversees and monitors the efforts of City divisions, departments and outside agencies in carrying out assigned projects, programs and activities. Selects, trains, motivates, and evaluates Division personnel; provides or coordinates staff training; works with employees to correct deficiencies; implements discipline procedures as necessary.

Plans, directs, coordinates, and reviews the work plan for the Code Enforcement Division; meets with staff to identify and resolve problems; assigns work activities, projects and programs; monitors work flow; reviews and evaluates work products, methods, and procedures.

Manages and participates in the development and administration of the Code Enforcement Division budget; directs the forecast of additional funds needed for staffing, equipment, materials, and supplies; directs the monitoring and approval of expenditures; directs and implements adjustments as necessary.

Serves as liaison for the Code Enforcement Division with other City departments, divisions and outside agencies; negotiates and resolves significant and controversial issues.

Provides responsible and complex staff assistance to the City Manager's Office or designee; prepares and presents staff reports and other necessary correspondence; directs special projects and research as assigned.

Presents reports and information to a variety of commissions, committees, boards, the general public and the City Council.

Conducts a variety of organizational studies, investigations, and operational studies; recommends modifications to Code Enforcement programs, policies, and procedures as appropriate.

Participates on a variety of boards, committees and commissions; attends and participates in professional group meetings; stays abreast of new trends and innovations in the field of code enforcement and other assigned areas of responsibility.

Responds to and resolves difficult and sensitive citizen inquiries and complaints.

Oversees the the recruitment, training, supervision and evaluation of student interns and community volunteers.

ESSENTIAL DUTIES (continued):

Administers, interprets and enforces provisions of the municipal code and other regulations; prepares and recommends modifications to the municipal code and other regulations.

Performs related duties and responsibilities as required.

JOB RELATED AND ESSENTIAL QUALIFICATIONS

Knowledge of:

Operational characteristics, services and activities of comprehensive code enforcement programs.

Organizational and management practices as applied to the analysis and evaluation of programs, policies and operational needs.

Organization and function of City departments, divisions, and outside agencies.

Laws, ordinances, regulations and procedures governing search and seizure, due process, administrative hearings, court systems, unpaid fee collection and property tax assessment.

Modern and complex principles and practices of program development and administration.

Principles and practices of municipal budget preparation and administration.

Principles of supervision, training, and performance evaluation.

Pertinent Federal, State, and local laws, codes and regulations.

Research methods and sources of information related to assigned responsibilities.

Ability to:

Manage, direct, and coordinate the work of professional and technical personnel.

Select, supervise, train, and evaluate staff.

Provide administrative and professional leadership and direction for the Code Enforcement Division.

Prepare and monitor consultant and service contracts, as needed.

Recommend and implement goals, objectives, and practices for providing effective and efficient code enforcement services.

JOB RELATED AND ESSENTIAL QUALIFICATIONS (continued):

Ability to:

Assist in the development and implementation of the Division and Department goals, policies and priorities, and in the preparation of the Division budget.

Prepare clear and concise administrative and financial reports, ordinances, policies, procedures, resolution and correspondence.

Analyze problems, identify alternative solutions, project consequences of proposed actions and implement recommendations in support of goals.

Research, analyze, and evaluate new service delivery methods, procedures and techniques.

Interpret and apply Federal, State and local policies, procedures, laws ordinances and regulations.

Communicate clearly and concisely, both orally and in writing.

Establish and maintain effective working relationships with those contacted in the course of work including City and other government officials, community groups, and the general public.

EXPERIENCE AND EDUCATION

Any combination equivalent to experience and education that could likely provide the required knowledge and abilities would be qualifying. A typical way to obtain the knowledge and abilities would be:

Experience: Five (5) years of increasingly responsible experience in community preservation, rental housing inspections, or code enforcement; including one (1) year of supervisory experience.

Education: Equivalent to a Bachelor's Degree in public administration, public policy, political science, law enforcement, or a related field.

License and Certificates: Possession and maintenance of a valid Class C California Driver License.

SPECIAL REQUIREMENTS

Essential duties require the mental and/or physical ability to: work in a standard office environment and use standard office equipment and current software; safely drive to various locations throughout the City and County to manage, direct, coordinate and/or participate in meetings and community events in a variety of community settings and weather conditions;

SPECIAL REQUIREMENTS (continued):

make effective presentations to public audiences; conduct City business during day and evening hours, including occasional weekend and irregular hours; grasp, perform repetitive hand movements and fine coordination to prepare documents and data using a computer keyboard and mouse/trackball; sit for prolonged periods of time; stand, walk, reach, bend and safely lift and carry equipment and materials weighing up to 35 pounds; converse by telephone, by email, in person, and before small and large groups, and be clearly understood; read and comprehend legal, technical and complex documents; interact with the public and all different levels of City staff in an effective and professional manner.

PROBATIONARY PERIOD: One (1) Year

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AAP GROUP: 2

FPPC STATUS: Designated

FLSA STATUS: Exempt