

CITY OF TOPPENISH
Class Specification

Title: Code Enforcement Officer

Department: Development Services

FLSA Status: Non-Exempt

Reports to: Development Services
Director or Designee

Union Status: Teamsters

Effective Date: March 8, 2024

General Summary:

The Code Enforcement Officer is responsible for the administration and implementation of the City's Code Enforcement Program. Enforce a variety of City codes and ordinances related to private and public property, buildings, nuisances, and other ordinances. Respond to and investigate complaints, collaborating with residents, and property owners of a diverse bilingual population to achieve voluntary compliance. Apply independent judgment and collaborate with other city departments. When necessary, work with the Police Chief and City Attorney to prepare reports for the issue of uniform infraction citations; serve as the City's representative in Municipal Court and before the Hearing Examiner regarding code enforcement issues. This position is responsible for the independent review and issuance of city business and rental licenses.

Essential Duties and Responsibilities:

The following statements reflect the general duties and responsibilities of this position but should not be considered an all-inclusive listing. The employee is also expected to meet the technical performance standards developed for this position and the City's standards for interpersonal and team behaviors, customer contacts, and supervision. The employee may also perform other duties as assigned, including work in other functional areas to cover absences or to meet current workload needs.

Demonstrate a high level of initiative associated with compliance of code and ordinance objectives through daily inspection of properties throughout the city to ensure compliance with municipal codes.

Receive and investigate complaints, prioritize magnitude of issues; log in and track complaints using computerized permit and tracking software.

Research and conduct inspections of physical premises for violations, gather evidence, make determination of appropriate codes to address complaint; issue educational notice, corrective action notice, notice of violation, and or civil infraction, establish compliance time limits, and prepare written reports. Re-inspect violation areas to ensure compliance and discuss ongoing issues with property owners.

Communicate regularly and work closely with related departments to determine appropriate responsibility for complaints.

Maintain accurate records and establish sufficient background information to proceed with legal action if necessary. Maintain, modify, and update permit, license and records database programs, input information from various sources.

Prepare a variety of reports or other accurate information as needed, for the review of commissioned officers for the filing of criminal citations.

Prepare professional and accurate reports for Police Chief, City Manager, Prosecutors Office, City Council and/or directed recipients.

Prepare status and progress reports of Code Enforcement efforts and present them to the City Council on a quarterly basis.

Efficiently and accurately generate reports when directed for non-in-progress incidents (phone reports), providing support to law enforcement personnel in documenting and processing incident information.

Appear as a witness for the City in legal actions to gain compliance; and attend Appeal Hearings to explain details of violation issues if needed.

Explain and interpret codes and ordinances for the public, professionals, and other agencies. Meet with business owners, developers, or residents to communicate violations and discrepancies. Conduct door-to-door surveys.

Perform independent review, issuance, and maintain accurate records of city business licenses and rental licenses. Work with other departments to ensure proper zoning and fire life safety requirements have been approved.

Initiate and ensure the proper and timely removal of hulk and abandoned automobiles from city right-of-way and private property.

Responsible for implementing and enforcing the provisions of the Revised Code of Washington (RCW) pertaining to vehicle impoundment, ensuring compliance with all relevant laws and regulations.

Support positive relationships between the city and the constituent population through demonstrated courteous and cooperative behavior when interacting with residents, property owners, staff, and visitors. Promote the city's goals and priorities in compliance with all policies.

Promote, organize, and assist neighborhood groups to form cooperative self-help clean-up projects and programs.

Demonstrate punctual, regular, and reliable attendance, which is essential for successful job performance.

Other Job Requirements:

Present a positive, professional image; maintain cooperative and effective working relationships; assure excellent customer service with internal and external customers.

Execute assignments, projects, and job responsibilities efficiently and within defined time limits, work independently and effectively with little direction.

Demonstrate good judgment and employ critical thinking to execute duties, identify issues, seek solutions, and recommend improvements in support of departmental goals.

Help co-workers and higher-level management; participate in resolving operational or interpersonal concerns; participate in training, meetings, and on committees as assigned.

Respect the value of diversity in the workplace and the community.

Work Schedule:

This position works a 40-hour workweek schedule (Monday through Friday) with occasional early mornings, evenings, and weekends. When overtime is required; overtime pay, or compensatory time will be provided for hours worked over 40 hours in that workweek.

Travel:

This position requires overnight travel on an occasional basis for training and other professional development.

Qualifications:

Position requires some higher education beyond high school; or vocational training specializing building codes, construction management, or closely related field and two years municipal government experience in code enforcement, or practical experience; or any combination of relevant education and experience which would demonstrate the knowledge, skills and abilities required to perform the duties listed above. A high school degree or equivalent is required.

Successful applicants must also:

- Pass a background investigation including a polygraph examination.
- Maintain the level of physical and mental fitness necessary to perform the essential functions of the position.
- Must possess and maintain a valid Washington State driver's license. Must possess and maintain a driving record acceptable to the City and the City's insurance carrier OR must be able to provide own transportation to and from job, meetings, and related job sites.
- Be legally able to work in the United States.

Must be able to obtain both AACE/certified Zoning Inspector and AACE/ICC Certified Property Maintenance & Housing Inspector certifications within six months of appointment and maintain both certifications.

Competencies:

Knowledge of:

- Demonstrated knowledge of municipal codes regarding nuisances, zoning, housing standards, signing, and other community development related codes.
- Demonstrated knowledge and experience with code compliance, enforcement, research methods, and inspection techniques.
- Demonstrated knowledge of the technical and functional expertise required for the position.
- Working knowledge of computers and software programs including outlook, MS Word, and internet searches.
- Practical knowledge of Industry standard computerized enforcement tracking programs/software.
- Demonstrated knowledge of local, state, federal rules, and regulations; including individual constitutional rights, to conduct investigations, relay information effectively and accurately to citizens and to limit the City's liability in certain issues.

- Working knowledge of modern office practices including filing and records retention.
- General office procedures.

Ability to:

- Analyze situations accurately; diffuse tense situations; adopt an effective course of action and resolve conflicts in a positive manner.
- Communicate both orally and in writing, including correct English usage, grammar, spelling, punctuation, and vocabulary. Prepare clear and concise correspondence and written materials.
- Work with and communicate effectively with citizens, public officials, and co-workers.
- Analyze and interpret rules, regulations, policies, procedures, and codes for complex code enforcement problems to ensure compliance with Municipal Code and City ordinances.
- Effectively communicate and explain complex government codes and regulations to various audiences.
- Prioritize and schedule work to meet schedules and timelines. Plan, organize, coordinate, and perform field inspections.
- Organize and maintain accurate computerized and hardcopy records for legal use and records retention.
- Photograph enforcement sites.
- Demonstrated ability to work independently with minimal supervision.
- Spanish speaking is preferred, but not required.
- Work Safely.

Personal Qualities:

- Strong interpersonal skills for courteous and tactful interaction with the public, staff, City Council, and other professionals.
- Be Accountable for Performance.
- Provide Excellent Customer Service.
- Greet the public and co-workers in a professional manner and clearly convey a sincere willingness to be of service and/or be open to resolving the situation at hand. Clearly explain self or answer, when necessary, take the time to confirm your answer is understood.
- Close all contacts courteously and appropriately.
- Look for opportunities to build trust; research more data if needed; willing to negotiate schedule to accommodate another's needs.
- Portray an image of knowledge, confidence, professionalism, fairness, and caring.
- Dress and grooming are appropriate to position.

Working Conditions:

Works with the public, some of which may be irate, upset, or disturbed. Frequent extension of workday to meet deadlines. Duties are primarily performed in an office environment and in the field during code enforcement investigations, inspections, and patrol. The work environment involves exposure to varying and extreme weather conditions during fieldwork.

APPROVED:



 City Manager



 Date