



CLASSIFICATION SPECIFICATION NEIGHBORHOOD IMPROVEMENT SERVICES OFFICER

JOB SUMMARY:

Under general supervision of the Building Official, the Neighborhood Improvement Services Officer ensures compliance with federal, state, and local codes and regulations; enforces housing quality and property maintenance ordinances; inspects property locations and investigates land use complaints; and performs other related duties as assigned.

CLASS CHARACTERISTICS:

The Neighborhood Improvement Services Officer is responsible for conducting investigations and enforcement action against violators of the San Gabriel Municipal Code and other federal, state, and local codes, regulations, and ordinances. This class differs from a Neighborhood Improvement Services Manager due to the level of experience required, complexity of work performed, and lack of supervision over staff.

EXAMPLES OF DUTIES:

Duties may include, but are not limited to, the following:

- Receives and inspects complaints regarding zoning, sign, land use ordinance violations, and public nuisances including occupancy; compiles, analyzes, and evaluates findings of investigations and site inspections; researches property ownership, verification of parcel addresses, and other information required to conduct investigations and enforcement action.
- Conducts follow-up procedures including the preparation of additional correspondence, site visits, communications with complainants, attorneys, and property owners involved in code violation cases; recommends alternative methods to achieve code compliance involving the application of related laws, ordinances, and regulations; issues citations for noncompliance; and issues stop work orders and refers them to the proper department, if necessary.
- Prepares clear, concise, and comprehensive records and reports related to enforcement activities; maintains a daily log of contacts and inspections for code enforcement cases; enters and retrieves information from records systems; and photographs violations.
- Consults with the City Attorney, other agencies, and other City departments such as Fire and Police on code enforcement cases; responds to questions and concerns from the public, City staff, and other agencies regarding code violations; provides information, as appropriate, and resolves issues and complaints.
- Gathers evidence and prepares cases for court proceedings; files criminal complaints in court, as assigned; and appears in cost assessment hearings and/or court to present testimony.
- Performs other related duties as assigned.

MINIMUM QUALIFICATIONS:**Knowledge of:**

- Provisions of federal, state, and local codes, regulations, and ordinances including but not limited to property maintenance, weed abatement, public nuisances, and inoperative or abandoned vehicles; some aspects of the Building Code, International Property Maintenance Code, Health and Safety Code, NPDES or water quality, and land use (zoning); office administration practices and procedures; and City department policies and procedures.
- Correct English usage, spelling, grammar, and punctuation; business letter writing and other document preparation; and modern office methods, procedures, and equipment including the use of a computer, copier, facsimile machine, scanners, calculator, and various computer applications and software packages.
- Principles of fiscal, statistical, and administrative research and report preparation; records management principles and procedures including record keeping and filing principles and practices; methods and techniques of proper phone etiquette; and customer service and public relations methods and techniques.

Skills/Abilities:

- Inspect and analyze a variety of building and properties to identify code violations; correctly interpret and apply codes and regulations to varying situations; and communicate clearly and concisely both orally and in writing, which includes using tact and discretion when dealing with the public, elected officials, and City staff.
- Prepare clear and concise technical and administrative reports including accurate tables, schedules, summaries, and other materials in narrative form; establish and maintain various data collection, record keeping, tracking, filing, and reporting systems; and maintain office and specialized files.
- Establish and maintain an effective working relationship with fellow employees, the public, elected officials, and other departments and outside agencies.

Education and Experience:

Any combination of experience and education may be considered. A typical way to obtain the knowledge, skills, and abilities would be:

- Associate's degree in a closely related field.
- Three years of experience in code enforcement or a related field such as planning, building inspections, or law enforcement.
- Local government experience is desirable.

Licenses and Certifications:

- Possession of a Basic Code Enforcement Certification and Basic Penal Code 832 module are required.

- Possession of a valid Class C California Driver's License and ability to maintain a satisfactory driving record are required.

PHYSICAL DEMANDS:

- Ability to lift up to 25 pounds or more; sit, stand, squat, kneel, climb stairs, stoop, and walk for prolonged periods of time; and get from one location to another in the course of doing business.

WORK ENVIRONMENT:

- Work is performed in a standard office setting and outside. Employee will travel to different locations and may be exposed to inclement weather conditions, noise, vibration, dust, or potentially hazardous chemicals. Noise level in the work environment is usually moderate to high and the employee may be exposed to loud talking and frequent interruptions from telephones, City staff, and/or members of the public. The nature of the work also requires incumbents to drive motorized vehicles and work in heavy vehicle traffic conditions.

NOTE:

The duties, skills, and demands described here are representative of those that must be met to successfully perform the essential functions of the job. When appropriate, reasonable accommodations may be made to enable individuals with a disability to perform the essential duties, skills, and demands.

Established Date: June 5, 2017