

City of Stockton

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|-----------------|------------|
| EXCLUDED:       | 02/24/1977 |
| Ordinance:      | 2002-CS    |
| Established:    | 04/04/1988 |
| Resolution:     | CS88-0182  |
| Spec-Adopted:   | 10/31/1988 |
| Resolution:     | CS88-091   |
| Exempted:       | 01/02/1991 |
| Resolution:     | CS91-0014  |
| Abolished:      | 11/16/1992 |
| Resolution:     | CS92-0203  |
| Reestablished:  | 06/30/1998 |
| Resolution:     | CS98-0266  |
| Spec-Amended:   | 11/19/1998 |
| Resolution:     | CS98-083   |
| Spec-Abolished: | 05/18/2000 |
| Resolution:     | CS00-032   |
| Spec-Adopted:   | 05/18/2000 |
| Resolution:     | CS00-037   |

## CODE ENFORCEMENT SUPERVISOR

### DEFINITION

Under administrative direction of the Code Enforcement Field Manager, plans, coordinates, supervises, and administers the daily operations of Neighborhood Services Section Code Enforcement Unit staff; provides technical expertise on the more difficult cases; confers with involved parties to facilitate satisfactory solutions to compliance disputes; and performs related duties as assigned.

### CLASS CHARACTERISTICS

This is the first full supervisory level in the code enforcement series, with responsibility for day-to-day supervision, including training, evaluation, and discipline of a staff of field and support personnel. Office responsibilities include case management of enforcement files and compliance strategies. Field responsibilities include significant interaction with community residents to resolve disputes related to code violations, as well as auditing and evaluating enforcement work. The incumbent also functions as a liaison to Police, Fire, and other City departments, providing technical expertise and/or guidance on difficult and/or non-routine cases. This class is distinguished from Code Enforcement Field Manager in that the latter has general management oversight of the City's Code Enforcement Unit and handles the most acute and complex cases requiring immediate legal and/or abatement action.

### PRINCIPAL DUTIES (Illustrative only)

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

- Prioritizes, assigns, administers, monitors and directs the activities of assigned Code Enforcement Unit staff.
- Assists in establishing objectives, policies, and procedures for the work unit and related programs
- Researches ownership and lien holders of subject properties.
- Participates in the selection of staff and provides for their development and training; conducts performance evaluations and initiates counseling and/or disciplinary action as needed.
- Provides assistance with documentation required for violation notices, administrative citations, legal actions, and follow-up procedures.
- Trains and guides the Code Enforcement Officers in preparation for and participation in administrative hearings.

## Attachment A

City of Stockton

~~Code Enforcement Supervisor~~ CODE ENFORCEMENT SUPERVISOR

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- Utilizes diplomacy and tact to work effectively with owners, tenants, and other involved parties to explain procedures and resolve disputes related to code violations and community livability.
- ~~May S~~erves as a representative of the City before neighborhood groups and in other public forums as needed.
- Works with other City departments and outside agencies to coordinate and facilitate the disposition of complaints, code violations, fines, and property liens related to enforcement activities.
- Prepares specifications for contract abatement services; coordinates the work of contractors performing abatement and enforcement activities.
- Monitors legislation and other developments related to municipal code enforcement work.
- Utilizes computer software, including code enforcement modules, to enter and retrieve data and to compose newsletters, bulletins, and a variety of periodic and specialized reports related to code enforcement inspections and activities.
- ~~May work on~~Participates in a variety of projects and programs that improve safety, code violation detection and compliance, surveying dilapidated/dangerous buildings, etc.
- Represents the City with dignity, integrity, and the spirit of cooperation in all relations with staff and the public. Fosters an environment that embraces integrity, service, inclusion, and collaboration.
- Builds and maintains positive working relationships with co-workers, other City employees and the public using principles of good customer service.
- Performs related duties as assigned.

## QUALIFICATIONS

### Knowledge of:

- Principles and practices of employee supervision, including selection, training, work organization, evaluation, and discipline;
- Principles and practices of effective customer service and techniques for successful conflict resolution;
- Communication, nNegotiation, and behavioral techniques that foster collaboration and effectively achieve code compliance and related program results;
- Principles, practices, techniques, and methods utilized in code enforcement inspections;
- Safety management principles and practices pertaining to the work;
- Regulations and requirements for court and hearing evidence documentation;
- Public speaking and presentation skills;
- Applicable State and local laws, codes, regulations, policies, procedures and ordinances pertaining to but not limited to municipal code enforcement, including zoning, building construction, building occupancy, use of hazardous materials, and fire safety, zoning concepts and terminology, including legal descriptions;
- Office procedures, methods and equipment including computers, databases, and applicable software applications such as Microsoft Office for word-processing, spreadsheets, databases, and other specialized applications related to area of assignment; and
- Correct English usage, including spelling, grammar, vocabulary, and punctuation.;
- Safety management principles and practices pertaining to the work;

- ~~— Principles, practices, techniques, and methods utilized in code enforcement inspections;~~
- ~~— Applicable State and local laws, codes, regulations, policies, procedures and ordinances pertaining to but not limited to municipal code enforcement, including zoning, building construction, building occupancy, use of hazardous materials, and fire safety; zoning concepts and terminology, including legal descriptions. Regulations and requirements for court and hearing evidence documentation; and~~
- ~~— Knowledge of Microsoft Word.~~

Skill in:

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- Investigating a variety of code-related complaints in a timely and tactful manner;
- Probing and analyzing situations accurately and enforcing legal requirements;
- Coordinating multiple projects and meeting critical deadlines; processes Information Requests received for the section in a timely manner;
- Interpreting and explaining codes, laws, ordinances, and other regulations in a manner that can be easily understood by diverse groups;
- Communicating clearly, concisely, tactfully and effectively in hostile or adversarial situations to achieve satisfactory solutions to conflicts and problems;
- Developing and maintaining cooperative, effective working relationships with coworkers; representatives of community organizations, State/Local agencies and associations; Supervisors; internal management and staff; and the public;
- Effectively Representing the City effectively in public meetings or legal proceedings;
- Utilizing computer software to prepare and maintain accurate and professional records, reports, newsletters, and documentation; and
- Promoting and maintaining a cooperative teamwork environment.
- Processes Information Requests received for the section.

Education:

Possession of a high school diploma or GED. College level coursework from an accredited college or university in law enforcement, business or public administration, or a closely related field is desirable.

Experience:

Four ~~(4)~~ years of experience in municipal or county code enforcement as a code enforcement officer performing the full range of code enforcement duties including, but not limited to, housing, zoning, vehicle abatement and solid waste and one ~~(1)~~ year lead or supervisory experience required.

Licensure/Certification:

- Must possess a valid California Driver's License.

- Must ~~possess or obtain~~ and maintain a valid Post Penal Code (PC) 832: Arrest, Search & Seizure certification or equivalent within 12 months of appointment to the class.
- Must ~~possess or obtain~~ and maintain one of the following certifications as a condition of continued employment within 12 months of appointment to the classification:
  - ~~A~~ California Association of Code Enforcement Officers (CACEO) certification or equivalent; or-
  - An International Code Council (ICC) certification in one or more specialties such as property maintenance and housing, zoning, or other certifications related to enforcement of the codes adopted by the City of Stockton.
- ~~Maintenance of CACEO certification or equivalent is highly desirable.~~

Other Requirements:

- Must be available to work ~~occasional~~ evenings and weekends, and/or respond to emergencies as needed.

Knowledge of:

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- ~~Principles and practices of employee supervision, including selection, training, work organization, evaluation, and discipline;~~
- ~~Principles and practices of effective customer service and techniques for successful conflict resolution;~~
- ~~Communication, Negotiation, and behavioral techniques that foster collaboration and effectively achieve code compliance and related program results;~~
- ~~Public speaking and presentation skills. Office procedures, methods and equipment including computers, and applicable software applications such as word processing, spreadsheets, databases, and other specialized applications related to area of assignment;~~
- ~~English usage, spelling, grammar and punctuation. Safety management principles and practices pertaining to the work;~~
- ~~Principles, practices, techniques, and methods utilized in code enforcement inspections;~~
- ~~Applicable State and local laws, codes, regulations, policies, procedures and ordinances pertaining to but not limited to municipal code enforcement, including zoning, building construction, building occupancy, use of hazardous materials, and fire safety, zoning concepts and terminology, including legal descriptions. Regulations and requirements for court and hearing evidence documentation; and~~
- ~~Knowledge of Microsoft Word.~~

Skill in:

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- ~~Investigating a variety of code-related complaints in a timely and tactful manner;~~
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- ~~Promoting and maintaining a cooperative teamwork environment.~~

Physical/Mental Abilities:

- Mobility - Frequent sitting for long periods of time while operating a keyboard; occasional squatting, twisting, crawling, bending, stooping, kneeling, reaching, pushing and pulling;
- Lifting - Frequent lifting and carrying 10 pounds or less and occasional lifting and carrying up to 250 pounds or less;
- Vision - Constant use of overall visual capabilities; frequent need for use of color perception, hand/eye coordination, working in low-light conditions, reading and/or close-up work;
- Dexterity - ~~Oeeasional~~ Frequent holding, grasping, typing, repetitive motion and writing;
- Hearing/Talking - Constant hearing and talking of normal speech in person and on the telephone; Occasional speaking in front of large groups of people;
- Special Requirements - ~~May require occasional weekend or evening work;~~ Constantly working days and occasionally working evening, nights, weekends, and during emergency situations;
- Emotional/Psychological - Constant concentration, decision making and public contact; exposure to unpleasant living conditions/situations involving children and the elderly; occasional encounters with irate/disturbed individuals; ~~oeeasional~~ ability to exercise sound judgment, especially under stressful situations; and working independently/alone;
- Physical Characteristics - sufficient stamina to walk for prolonged periods, frequently over debris or uneven terrain with potential hazards, to climb ladders and to crawl through small spaces;
- Environmental Conditions — ~~Oeeasional to frequent~~ Moderate exposure to noise; performs work outdoors conditions in all weather conditions and on all types of terrain, including but not limited to roofs, scaffolding, stairs, ditches, and various landscapes (uneven terrain/ground) found at construction sites, vacant land, levees, etc.; occasional to moderate risk of exposure to hazardous materials i.e. dirt, dust, gas smoke, obnoxious odors, fumes, poor ventilation; indoor cold/heat; exposure to extreme temperature, humidity or wetness; working at heights; work with bio-hazards such as blood-borne pathogens, sewage, waste, etc.; and working around equipment and machinery; and
- Working Conditions — Required work is p~~Primarily~~ performed outside in ~~in~~ element ~~varied~~ weather conditions and in an office environment which is ~~typically~~ moderately quiet but may be loud at times and at some locations.

