



## **CLASSIFICATION SPECIFICATION**

### **SENIOR NEIGHBORHOOD IMPROVEMENT SERVICES OFFICER**

#### **JOB SUMMARY:**

Under general supervision of the Building Official, the Senior Neighborhood Improvement Services Officer performs highly complex inspections of residential, commercial, and industrial properties to determine compliance with federal, state, and local codes, regulations, and ordinances; researches and develops code enforcement strategies; and performs other related duties as assigned.

#### **CLASS CHARACTERISTICS:**

The Senior Neighborhood Improvement Services Manager is responsible for conducting highly complex investigations and enforcement action against violators of the San Gabriel Municipal Code and other federal, state, and local codes, regulations, and ordinances. This classification serves as a lead on code enforcement cases and may provide supervision to code enforcement staff as appropriate. This class differs from a Neighborhood Improvement Services Manager due to the level of experience required, complexity of work performed, and ability to make decisions within established guidelines.

#### **EXAMPLES OF DUTIES:**

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

- Conducts highly complex code enforcement cases including site visits, communications with complainants, attorneys, and property owners involved in code violation cases, and the gathering of evidence and documents for court proceedings; performs residential, commercial, and industrial and transient business inspections; determines alternative methods to achieve code compliance involving the application of related laws, ordinances, and regulations; files criminal complaints; and appears in court and other hearings to present testimony.
- Assists the Building Official with developing and implementing goals, objectives, and policies including code compliance procedures and practices; plans and coordinates code compliance activities related to zoning, land use, regulatory activities, complaint tracking, monitoring mitigation conditions, and programs designed to improve local properties; and prepares, analyzes, and presents oral and written reports on issues related to code compliance.
- Oversees the issuance of administrative citations to ensure uniform application and consistency with the Administrative Citation Ordinance and adopted Administrative Citation Policies and Procedures Manual.
- 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 and resolves issues and complaints.
- Performs other related duties as assigned.

#### **MINIMUM QUALIFICATIONS:**

**Knowledge of:**

- Provisions of federal, state, and local codes 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; 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.
- Plan, organize, train, and manage the work of assigned staff; resolve grievances and complaints; and 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:

- Bachelor's degree in a closely related field.
- Four years of increasingly responsible 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:** August 3, 2017