



JOB DESCRIPTION

CODE COMPLIANCE TECHNICIAN

DEFINITION

Under general supervision of the Code Compliance Manager, provides responsible technical office and field support work related to the receipt, investigation and processing of complaints and violations regarding the City's Municipal Code and related regulations.

CLASS CHARACTERISTICS

This class is characterized by the performance of clerical, technical and customer support duties, requiring a working knowledge of the operations of the Code Compliance Division. It is distinguished from lower levels of the clerical series by its responsibility for more complex service-oriented duties and specialized knowledge of departmental activities. Initially under close supervision, an appointee with well developed office support skills learns and applies the technical and legal aspects of code compliance.

EXAMPLES OF DUTIES

Duties may include but are not limited to the following:

Receives and processes complaints or inquiries regarding the City's Municipal Code, including zoning, signs, land use, ordinance violations, public nuisances, massage therapist licensing, mobile home parks, etc.

Answers questions from and provides information in person or over the telephone pertaining to policies and procedures to the public, including property owners, tenants, developers, contractors, business owners, etc. regarding municipal code and related matters.

Prepares violation notices and other code compliance documents, routine correspondence and reports.

Prepares case files requiring the establishment of legal owner, the verification of the parcel address, and other information necessary to conduct investigation and enforcement action. Works with title companies as necessary.

Acts as liaison among those requesting service and representatives of other City departments and divisions.

Maintains records and files, including case files and spreadsheets.

Takes in applications for activities regulated by the Code Compliance Division and processes and receipts required fees.

Processes and tracks a variety of forms.

Operates standard office equipment.

Uses a personal or on-line computer to maintain records and general reports.

Without additional compensation, employee shall perform such additional acts or duties as the City Manager shall assign.



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QUALIFICATIONS/GUIDELINES

Education and/or Experience

Any combination of education and/or experience that provides the knowledge, skills, and abilities necessary for satisfactory job performance. Examples include: Equivalent to graduation from high school and experience in data based computer programs and word processing are required.

Knowledge, Skills and Abilities

Working knowledge of related office methods, practices, organization, functions, policies and procedures of the assigned and related work units. Skill in the operation of a variety of office programs with MICROSOFT OFFICE software Access, Excel, Word, Power Point & Outlook), and data entry software including SIERRA PERMITS PLUS. Ability to use judgment in the application of departmental policies and procedures; apply and explain related laws, ordinances, policies and procedures; work effectively in the absence of supervision; communicate effectively both orally and in writing; use correct English grammar, punctuation and spelling; edit for inconsistencies in grammar, punctuation and spelling; understand and follow verbal and written directions; receive the public in person and over the telephone; establish and maintain cooperative working relationships.

SPECIAL REQUIREMENTS

Possession of or ability to obtain an appropriate California driver's license and a satisfactory driving record.

ESSENTIAL ELEMENTS

Aptitudes

Eye/hand coordination

Physical Demands

Stooping, kneeling, bending, sitting, flexibility upper body, standing, crouching, reaching, touching (hand and finger), walking-City Hall, lifting-25 pounds, carrying, clear speech-simple, hearing/listening, near eye acuity, color perception.

Mental Requirements

Reading-complex, writing-complex, clerical, reasoning, general mathematics, memorization, analyzing, perception-complex, judgment, decision making, and knowledge of code compliance trade vocabulary.

Work Environment

Working under instruction, working closely with the public, who may have differing opinions, verbal contact with others, face-to-face contact, inside work, some voice noise, and florescent/natural light.

Equipment

Telephone, radio and hand-held systems; computers, keyboards, printers; remote, network and data based terminals; peripheral system maintenance check equipment; calculators and typewriters; postage, folding and sorting machines; photocopier and facsimile machines; microfilm readers and Metro scan; recording and transcription devices.