

CITY OF GARDEN GROVE

CODE ENFORCEMENT SUPERVISOR

CLASS CODE: 243 RANGE: M179

DEFINITION:

Under general direction of the division manager, this position supervises, assigns, and reviews work of code enforcement staff and clerical personnel. This position participates in all work activities of the Code Enforcement Program including investigation of complaints from the general public, identification of violations of City codes and regulations, and enforcement of City codes and regulations.

EXAMPLES OF DUTIES:

- Plan, prioritize, assign, supervise, and review the work of the code enforcement staff and clerical personnel, including performance reviews and evaluations, recruitment and selection of staff, and provide or coordinate staff training and certifications;
- Establish and enforce conformance with department and division policies and procedures;
- Conduct inspections to evaluate compliance with established municipal codes and regulations; identify properties and areas that are not in compliance; issue non-compliance administrative and parking citations, such as those pertaining to zoning, land use, nuisance housing, building codes, health and safety, blight and other matters of public concern; and issue and post notices, such as warning notices, notices of violations, corrective action notices, and orders to comply;
- Educate the general public regarding City codes and regulations to achieve voluntary compliance, and provide on-going customer service regarding all matters related to municipal codes and regulations;
- Receive, respond to and resolve difficult and sensitive citizen inquiries and complaints and reports from other agencies and departments on code enforcement matters; conduct investigations and provide recommendations for resolution; and conduct research to determine governance or to resolve code compliance issues;
- Oversee and maintain the City's code enforcement tracking system to ensure accurate documentation and case files, such as investigations, inspections, enforcement actions, and all other code enforcement related activities;

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- Assist in preparation of the department's operating budget;
- Provide technical assistance and training to Building & Safety Division staff in areas of specialization; participate in the on-going review and update of applicable City codes and regulations;
- Work as part of the Building & Safety Division team to develop innovative approaches that encourage property owners, managers and tenants to better maintain and/or upgrade their properties;
- Prepare evidence in support of legal actions taken by the City; work with City Attorney to prepare cases for court; and provide court testimony as needed;
- Participate in the design, coordination and administration of the Code Enforcement Volunteer Program and other public education programs;
- Prepare written correspondence, reports and public education materials;
- Perform other related duties as assigned.

MINIMUM QUALIFICATIONS:

Experience:

Three (3) years of increasingly responsible municipal code enforcement experience, including investigating and interpreting ordinance violations related to land use, building construction, zoning and public nuisances. A minimum of one (1) year of lead or supervisory experience in a code enforcement environment is required.

Education:

Associate's degree or equivalent to 60 semester units from an accredited college or university in Planning, Construction Science, Criminal Justice, Public Administration, Business Administration or a related field is required.

Bachelor's degree in Planning, Construction Science, Criminal Justice, Public Administration, Business Administration, or related field preferred.

Knowledge of:

Customer service techniques and principles; personal computer software applications, particularly MS Word; principles and practices of code enforcement programs and procedures; State, Federal, and local Building, Plumbing, Mechanical, Housing, International Zoning, and International Property

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Maintenance Codes; effective principles and procedures of supervision, training, motivation and performance evaluation.

Ability to:

Learn, appropriately apply, and retain knowledge of a complex system of codes, regulations and processes; provide excellent customer service, treat the public diplomatically and with respect, and maintain effective working relationships with other City employees, as well as others encountered in the course of work; be solution-oriented, persuasive and assertive, without being confrontational, in pursuit of code compliance; conduct research of City regulations, records and permits; work closely with detail and ensure accuracy of information in all communications and records; communicate clearly and concisely, both orally and in writing; and use a personal computer to prepare a variety of reports, memos, letters and brochures.

Other Requirements:

Must possess a valid California Class "C" driver's license. A DMV 10-year history printout is required at the time of application. Possession of P.C. 832 is also required at the time of application.

Certification as a Certified Code Enforcement Officer and ICC certification as a Certified Building Inspector or equivalent are considered highly desirable.

PHYSICAL DEMANDS:

The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this job. Incumbents in this classification sit, speak clearly, see long distance and small details, use a telephone, work on a personal computer, and drive a vehicle.

WORK ENVIRONMENT:

The work environment described here is representative of those an employee encounters while performing the essential functions of this job. Incumbents in this classification work outside, inside, in direct contact with public, and may be required to work alternative schedules and/or overtime, including evenings and weekends, as necessary.

JOB FAMILY:

Permit Technician, Code Enforcement Officer, **Code Enforcement Supervisor**, Chief Building Official

Approved: TBD