

CODE ENFORCEMENT/COMMUNITY SERVICES OFFICER

DEFINITION

Under general supervision, performs a variety of non-sworn office and field duties in support of public education and enforcement of codes, ordinances and laws; and performs related work as required.

SUPERVISION RECEIVED AND EXERCISED

Receives immediate supervision from the Chief of Police or his/her designee. In addition receive general direction from the Public Works, Building, and Planning Departments.

CLASS CHARACTERISTICS

This single-position class provides expert technical assistance to the Town in the area of code enforcement and police support duties that do not require performance by a sworn police officer. Responsibilities include Code Enforcement and Community Services Officer duties.

Code Enforcement Officer duties consist of continuous responsibilities for applying current provisions of the Atherton Municipal Code to given situations, eliciting the voluntary improvement of properties, buildings, and landscaping, conducting education and outreach programs for individuals and groups, contacting and responding to residents regarding code enforcement issues either in person, by written correspondence or citation, assisting the City Attorney's Office in the preparation of cases for court action, preparing routine and complex records, logs, and reports and responsibility for work associated with other code enforcement activity.

Community Services Officer duties may include taking reports on property crimes that previously happened, making home security checks, assisting with the maintenance and recording of property and evidence, crime prevention, school and court liaison, crime statistics preparation, coordination of vehicle maintenance and various responsible officer support duties. These responsibilities are intended to provide a familiarity with law enforcement functions, activities and procedures, but the class is not necessarily intended to be a training class for a sworn classification.

EXAMPLES OF ESSENTIAL FUNCTIONS (Illustrative Only)

Management reserves the right to add, modify, change, or rescind the work assignments of different positions and to make reasonable accommodations so that qualified employees can perform the essential functions of the job.

Code Enforcement:

- Investigate allegations of violations of municipal code provisions which include, but are not limited to signs, parking, building and construction, right-of-way, refuse bins, zoning, nuisance and other property-related regulations concerned with assuring the health and safety of property.
- Contact responsible individuals in person and in writing and perform follow-up investigations to see that remedial action is taken.
- Coordinate and assist in sections and dispositions of cases with public works, building, planning, park and recreation, city attorney, police, and any other departments or agencies necessary.
- Develop and implement effective public education strategies concerning codes and ordinance; assist in carrying out those strategies.

- Make presentations to community group, neighborhoods, schools, council and committees.
- Prepare and update routine and complex records, logs and reports.
- Other duties as assigned.

Community Services Officer:

- May assist with duties related to the County Superior Court and/or the District Attorney's Office up to and including filing of criminal reports and citations, processing of warrants and subpoenas, and maintaining status and disposition records. Duties may require coordination with allied agencies.
- Responsible for all operations surrounding fleet services including, but not limited to maintenance, record-keeping, transport for services, cleaning, and coordination with DMV for proper registration etc.
- Assists in maintaining all property and evidence, following laws and procedures; ensures that the chain of evidence is maintained and that property and evidence is secured and disposed of in a proper manner.
- Follows up on residential alarm calls; advises citizens regarding home security; may take information from the public regarding thefts, accidents, lost and found property and other incidents that do not require the presence of a law enforcement officer at the scene;
- Prepares and processes a variety of reports and records, using various computer databases and processing programs by following established formats; distributes to the proper individual or agency, such as the District Attorney, Town Attorney, Probation Department, Sheriff's Office or court; files reports and maintains automated or manual logs of departmental actions.
- May process warrants and subpoenas, confirming information provided; distributes them to sworn personnel; maintains status and disposition records and notifies appropriate agencies as required.
- Other duties as assigned.

QUALIFICATIONS

Knowledge of:

- Municipal Code enforcement methods related to existing properties, techniques of property inspection, building tools and equipment; methods of construction
- Principles of code enforcement, zoning, land use and other municipal permitting and enforcement processes
- Principles and practices of investigation
- Elements of effective public education and community relations
- Basic computer software programs such as Microsoft word
- Basic functions, principles and practices of law enforcement agencies.
- Applicable regulations, policies and statutes.
- Business letter writing and the standard format for correspondence and reports.
- Business arithmetic.
- Correct English usage, including spelling, grammar and punctuation.
- Standard office practices and procedures, including records management and the operation of standard office equipment.

Ability to:

- Represent Town in a positive manner
- Establish, maintain and foster cooperative working relations with others from diverse backgrounds, including elected officials, co-workers, and the public effectively and with courtesy, in person, via e-mail and over the phone.

- Communicate effectively, both orally and in writing, by using proper English grammar, spelling and punctuation
- Learn and apply town codes, ordinances, laws and regulations pertaining to nuisance, property issues, zoning etc. with impartiality and efficiency
- Learn what evidence is necessary to present a case in a hearing or for court
- Understand legal descriptions and boundary maps of real property
- Work efficiently with other town departments

Education and Experience:

- Equivalent of a high school diploma and an Associate of Arts degree from an accredited college
- Minimum of three (3) years experience working in the area of code enforcement, community services, enforcement services, planning, or similarly related field with a public agency.
- Possession of an American Association of Code Enforcement certification within 12 months of appointment.
- Any combination of experience and education that would provide the required knowledge, skills, and abilities would be qualifying.

Licenses and Certifications:

- Possession of an American Association of Code Enforcement certification within 12 months of appointment.
- Possession of, or ability to obtain, an appropriate, valid California Class C driver's license, which must be maintained as a condition of employment.

PHYSICAL DEMANDS

Must possess mobility to work in a standard office setting, to inspect various Town locations, attend meetings and to operate a motor vehicle; strength to perform physical work in on an occasional basis; vision to read printed materials and a computer screen; and hearing and speech to communicate in person, before groups and over the telephone.

Must possess mobility to work in a standard office setting and use standard office equipment, including a computer, to inspect construction sites, including traversing uneven terrain, climbing ladders, stairs, and other temporary or construction access points, to operate a motor vehicle, and to visit various Town and meeting sites; vision to read printed materials and a computer screen; and hearing and speech to communicate in person, before groups, and over the telephone. Finger dexterity is needed to access, enter, and retrieve data using a computer keyboard or calculator and to operate standard office equipment. Positions in this classification occasionally bend, stoop, kneel, reach, push, and pull drawers open and closed to retrieve and file information. Employees must possess the ability to lift, carry, push, and pull materials and objects weighing up to 25 pounds.

Must be willing to work overtime or respond off-hours to various emergency situations.

ENVIRONMENTAL ELEMENTS

Employees work in an office environment with moderate noise levels, controlled temperature conditions, and no direct exposure to hazardous physical substances. Employees also work in the field and be exposed to loud noise levels, cold and hot temperatures, inclement weather conditions, road hazards, vibration, mechanical and/or electrical hazards, and hazardous physical substances and fumes. Employees may interact with upset staff and/or public and private representatives in interpreting and enforcing departmental policies and procedures.