

City of Saratoga
CODE COMPLIANCE SPECIALIST
Non Exempt

DEFINITION

Under general direction of the Building Official of the City's Community Development Department, the Code Compliance Specialist performs a variety of field inspections and field and telephonic and/or e-mail interaction with citizens, business owners, property owners, and the public to ensure and enforce compliance with the City's municipal code provisions, zoning codes, and ordinances related to building and zoning, noise abatement, tree removals, park usage, parking, new rack placement and usage, abandoned vehicles and animal control.

This position is a non-sworn position. All law enforcement violations are handled by the Santa Clara County Sheriff's Department unless citation powers are authorized by the City. Incumbent completion of Post PC 832 is required which provides authorization to issue judicial misdemeanors and infractions, including the requirement of police report writing.

DISTINGUISHING CHARACTERISTICS

The Code Compliance Specialist is a single incumbent classification in the Building Division of the City's Community Development Department. The incumbent is expected to work independently, under general supervision and may provide work direction to office support staff.

This position routinely communicates with City staff, City Attorney, elected officials, the public, private industries, consultants, and other government agencies, both in person and telephonic and/or e-mail interaction.

ESSENTIAL DUTIES

The duties described below are intended to provide only a summary of the typical functions of the job. This is not an exhaustive or comprehensive list of all possible job responsibilities and the duties of the jobholder might differ from those outlined in the job descriptions.

- Communicates, educates, and provides information to the general public, business community and other government agencies to maintain the safety and livability of neighborhoods for the citizens of Saratoga regarding codes, laws and ordinances; responds to questions, complaints and inquiries.
- Responds to citizen complaints regarding potential code violations by investigating and researching property ownership, current and past permits and applications, and applicable codes, performing onsite inspections, contacting involved parties, interviewing witnesses, determining existence and type of violation, recommending corrective action to bring about compliance; educating the violating party and determining time frames for compliance achievement.
- Prepares and sends Notice of Code Violations to property owners and records the Notice against the property. Law enforcement violations are communicated to the County Sheriff's Department for response, unless the incumbent possesses Post PC 832 in which case the incumbent responds.

- Maintains accurate, complete records of complaints, inspections, violations, and citations; prepares periodic written reports detailing code compliance activity and results for presentation to the City.
- Assists the Community Development Director with preparing new municipal codes or revising existing ordinances.
- Refers unresolved or inappropriately directed complaints to proper department or agency.
- Takes sound level readings to determine compliance with the City's noise abatement ordinance.
- Reviews sign permits, temporary use permits, conditional use permits and noise exception permits.
- Assists the Planning and Building Staff with issues specific to code compliance such as civil and zoning violations and ensures compliance with construction work hours.
- Issues special event, conditional use, solicitor, massage, sign and business related permits, excluding business licenses.
- Reviews and processes news rack permit applications and enforces the City's news rack ordinance requirements.
- Performs Park Use Inspections and enforces the City's park usage, including responding to illegal park use complaints.
- Assists the Community Development Director and City Attorney by performing paralegal duties as assigned.
- Performs special studies and related duties as assigned.

KNOWLEDGE, SKILLS AND ABILITIES

Minimum Qualifications

Knowledge of:

- Modern office practices, methods and computer equipment;
- principles of effective communication in dealing with the public, basic mathematical principles;
- English usage, spelling, vocabulary, grammar, and punctuation, record keeping and report writing;
- Occupational hazards and standard safety practices necessary in the area of code compliance;
- Computer keyboard operation Pertinent Federal, State and local laws, codes, and regulations including administrative and departmental policies;
- Public relations and education methods and practices;
- Investigative, interview, problem solving, negotiation and enforcement techniques.

Ability to:

- Learn, interpret and gain compliance with City codes and ordinances;
- Develop and apply public education and proactive compliance strategies;
- Gather, analyze and process information while ensuring confidentiality, as appropriate;
- Read and interpret maps, plans and legal descriptions;
- Interpret, explain and apply applicable policies, procedures, laws and regulations;
- Develop and maintain effective working relationships with those contacted during the course of work;
- Exercise sound judgment within established guidelines;
- Communicate clearly and effectively, both orally and in writing;
- Diffuse angry people; learn and utilize basic computer skills;

- Prepare reports; and maintain records;
- Work independently in the absence of supervision;
- Respond to inquiries, complaints and requests for service in a fair, tactful and timely manner;
- Effectively prioritize daily and weekly tasks.

EDUCATION, TRAINING AND EXPERIENCE

Experience and Education:

Any combination of education and experience equivalent to a Bachelor's degree from an accredited college or university with major coursework in planning, law enforcement, construction, and/or business administration or a related field. Experience must include extensive, pertinent code enforcement experience involving considerable, sensitive public contact in a municipal setting.

Desired or Required Special Qualifications

Maintenance of a valid Class C California driver's license and satisfactory driving record is required.

A background and training in the paralegal profession is desirable but not required at the time of hire.

Post PC 832 is desirable but not required at the time of hire.

Physical Demands

- Sufficient clarity of speech and hearing or other communication capabilities, with or without reasonable accommodation, to enable the employee to communicate effectively;
- Sufficient vision or other powers of observation, with or without reasonable accommodation, to enable the employee to review a wide variety of materials in electronic or hard copy form;
- Sufficient manual dexterity, with or without reasonable accommodation, to enable the employee to operate a personal computer, telephone, and other related equipment;
- Sufficient personal mobility and physical reflexes, with or without reasonable accommodation, to enable the employee to safely lift, move, or maneuver whatever may be necessary to successfully perform the duties of their position;
- Sufficient personal mobility and physical reflexes, with or without reasonable accommodation, to enable the employee to efficiently function in a general office environment; and
- Sufficient personal mobility and physical reflexes, with or without reasonable accommodation, to enable the employee to efficiently function in a general office environment, with frequent travel to a variety of field sites.

Environmental Elements

Incumbent works in an office environment with moderate noise levels, controlled temperature conditions and no direct exposure to hazardous physical substances. Employees may interact with upset staff and/or public and private representatives in interpreting and enforcing departmental policies and procedures and City Municipal Codes.

Incumbent frequently travels to a variety of field sites and performs code compliance work in outside weather conditions.

Working Conditions

Incumbent may be required to attend off-hour meetings.

Environmental Requirements Under California law (California Government Code Section 3100-3109), all City of Saratoga employees are designated as Disaster Service Workers, (DSW). In the event of a catastrophic event, City of Saratoga employees may be expected to fulfill emergency action assignments. As DSW's, employees may be assigned to assist in any disaster service activity that promotes the protection of public health and safety and preservation of lives and property.