

**City of Saratoga**  
**CODE COMPLIANCE OFFICER**  
**Non Exempt**

**DEFINITION**

Performs a variety of duties in the prevention, detection, investigation, and enforcement of violations of statutes or City Code, including but not limited to regulations of health and safety, building and land use, parking, and trees, with the goal of enhancing community and the health and welfare of its citizens; provides information to businesses and the general public in Code enforcement operations; and performs related work as required.

This position is a non-sworn position. All law enforcement violations are handled by the Santa Clara County Sherriff's Department unless citation powers are authorized by the City.

**SUPERVISION RECEIVED AND EXERCISED**

Receives general supervision from higher level supervisory or management staff.

**ESSENTIAL DUTIES**

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

- Performs a variety of duties in the prevention, detection, investigation, and enforcement of violations of statutes or ordinances regulating health and safety, building and land use regulations, with the goal of enhancing the community and the health and welfare of its residents.
- Responds to calls and investigates complaints from members of the public and/or City departments.
- Maintains accurate documentation and case files on all code violation complaints from citizens and/or City departments, investigations, inspections, enforcement actions, and other job related activities including accurate and detailed information regarding code enforcement activity to substantiate violations; establish and maintains a case management system. Enforces and investigates the City Code on a complaint basis or proactively in accordance with the City of Saratoga Code Compliance Policy.
- Provides information and assistance to the public and commercial interests with respect to Code compliance issues.
- Photographs and documents visual representation of Code violations and prepares other required materials.
- Enforces all aspects of the City Codes, including identification of the nature of the Code violation, and the issuance of official notifications to concerned parties.
- Performs research, updates, records, and processes case documentation to respond to internal and external requests.
- Completes case documentation and incident reports and compiles supporting documentation in order to explain facts and circumstances of violations.
- Prepares a variety of reports and memoranda on Code Compliance Program activities.
- Works with other City departments on Code enforcement issues to ensure all relevant departments are informed on issues.
- Responds to calls and investigates complaints of violations of tree regulations in the City Code.
- Issues special event, solicitor, massage, business licenses, and other permits.
- Reviews and processes news rack permit applications and enforces the City's news rack ordinance requirements.
- Performs related duties as assigned.

## **KNOWLEDGE AND ABILITIES**

### **Knowledge of:**

- Operations, services, and activities of a City Code Compliance program.
- Levels of authority within the City for the enforcement of code violations.
- Principles, practices, methods, and techniques of code enforcement.
- Investigation principles and practices.
- Provisions of the California Penal Code as it relates to code enforcement practices.
- Safe and efficient work practices as they relate to code enforcement.
- Common word processing, spreadsheet, and database software.
- Methods and techniques of providing quality customer service to City staff and members of the public.
- English usage, grammar, spelling, vocabulary, and punctuations.
- Federal, State, and County and City laws, codes, ordinances and regulations related to Code enforcement.

### **Ability to:**

- Impartially interpret and apply Code enforcement provisions within prescribed Codes and laws, and City policy.
- Perform enforcement activities in a safe and effective manner.
- Analyze and compile technical information on nuisance investigations and violations.
- Prepare comprehensive case documentation as needed for enforcement purposes.
- Prepare a variety of Code enforcement notices and letters for code violations.
- Respond to and resolve inquiries, complaints, and requests for service in a fair, timely, tactful, professional and firm manner that is in line with the City of Saratoga's commitment to providing excellent customer service.
- Perform Code enforcement duties in a manner that is customer service oriented.
- Work collaboratively with residents to seek voluntary compliance of Code violations.
- Educate the public on City regulations and explain City regulations in a clear and concise manner
- Communicate clearly and effectively with tact and professionalism, both verbally and in writing.
- Use sound, independent judgement within established policy and procedural guidelines.
- Establish and maintain effective working relationships with those contacted in the course of work.
- Use Code enforcement and permit tracking software and maintain associated electronic records.
- Use various equipment to document and investigate complaints, such as cameras or noise meters.

## **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 plus Two (2) years of experience working in a municipal code enforcement program or closely related field such as planning, inspection, or investigation.

The position requires the maintenance of a valid Class C California driver's license and satisfactory driving record.

Possession of Penal Code (P.C.) 832 Certification is desirable but not required at the time of hire. This certification must be obtained within 1 year of hire date.

California Association of Code Enforcement Officers (CACEO) Code Enforcement Officer 1 Designation and ability to obtain CACEO certification within 1 year of hire date.

### **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**

Work is performed in an office environment with moderate noise levels and an outdoor environment that occasionally may be noisy. Requires travel within the City limits.

### **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.

### **Working Conditions**

Evening, holiday and/or weekend work may be required.