

**City of San Rafael
Job Class Specification**

Job Title: Code Enforcement Manager

SUMMARY:

This position is responsible for directing, managing, supervising, and coordinating the operations, programs and activities of the Code Enforcement Division within the Community Development Department, and for coordinating assigned activities with other City departments, divisions and outside agencies; and for providing highly responsible and complex administrative support to the Community Development Director.

SUPERVISION EXERCISED AND RECEIVED:

Receives administrative direction from the Community Development Director.
Exercises direct supervision over professional, technical and clerical staff.

ESSENTIAL DUTIES AND RESPONSIBILITIES:

Important responsibilities and duties may include, but are not limited to, the following:

- Assumes management responsibilities for all services and activities of the Code Enforcement Division, including Fire inspections.
- Manages and participates in the development and implementation of goals, objectives, policies and priorities for assigned programs and functions including code enforcement, fire prevention, property maintenance, open space, residential and inspection programs; recommends, within department policy, appropriate service and staffing levels; recommends and administers policies and procedures.
- Monitors and evaluates the efficiency and effectiveness of service delivery methods and procedures; assesses and monitors work loads, administrative and support systems and internal reporting relationships; identifies opportunities for improvement and reviews with Community Development Director; implements improvements.
- Works with City staff to resolve open space issues. Serves as a key member of the City's Open Space Committee.
- Selects, trains, motivates and evaluates Division personnel; provides or coordinates staff training; works with employees to correct deficiencies, implements discipline and termination procedures.
- Negotiates terms and agreements with vendors and contractors.
- Plans, directs, coordinates and reviews the work plan for the Code Enforcement Division; meets with staff to identify and resolve problems; assigns work activities, projects and programs; monitors work flow; reviews and evaluates work products, methods and procedures.
- Manages and participates in the development and administration of the Code Enforcement Division budget; directs the forecast of additional funds needed for staffing, equipment, materials and supplies; directs the monitoring and approval of expenditures; directs and implements adjustments as necessary.
- Oversees the preparation of code enforcement cases, including evidentiary exhibits, for administrative hearing officers and municipal court.
- Negotiates terms of settlement agreements with assistance from the City Attorney's Office and resolves issues with collection of fines with assistance from the Finance Department.
- Serves as liaison for the Code Enforcement Division with other City departments, divisions and outside agencies; resolves controversial issues.

- Provides responsible and complex staff assistance to the Community Development Director; prepares and presents staff reports and other necessary correspondence; directs special projects and research as assigned.
- Presents reports and information to a variety of commissions, committees, boards, the general public and the City Council.
- Works closely with Public Works Department on violations of City right-of-way and encroachment issues, joint inspections, broken sewer lines, and storm drain/water quality issues.
- Coordinates mutual code enforcement actions with the County Health Department and social service agencies, as well as other City departments.
- Conducts a variety of organizational studies, investigations and operational studies; recommends modifications to Code Enforcement programs, policies and procedures as appropriate.
- Participates on a variety of boards, committees and commissions; attends and participates in professional group meetings; stays abreast of new trends and innovations in the field of code enforcement and other assigned areas of responsibility.
- Oversees the on-line Code Enforcement Compliant Reference process, ensuring effective communication between the Community Development Department and the Fire Department. Works closely with City Attorney as required.
- Responds to and resolves difficult and sensitive citizen inquiries and complaints.
- Administers, interprets and enforces provisions of the municipal code and other regulations; prepares and recommends modifications to the municipal code and other regulations.
- Works closely with the Business License application process to ensure all businesses who apply for applications are in compliance with all applicable Fire Codes.
- Performs related duties and responsibilities as required.

QUALIFICATIONS:

Knowledge of:

- Operational characteristics, services and activities of comprehensive code enforcement, mandatory garbage collection, fee collection and business license programs.
- Code abatement, business license, mandatory garbage collection and fee collection program regulations, requirements, forms, policies and procedures.
- Organizational and management practices as applied to the analysis and evaluation of programs, policies and operational needs.
- Organization and function of City departments, divisions and outside agencies.
- Laws, ordinances, regulations and procedures governing search and seizure, due process, administrative hearing court systems, unpaid fee collection and property tax assessment.
- Fire inspection.
- Modern and complex principles and practices of program development and administration.
- Advanced principles and practices of municipal budget preparation and administration.
- Principles of supervision, training and performance evaluation.
- Pertinent Federal, State, and local laws, codes and regulations.
- Research methods and sources of information related to assigned responsibilities.

Ability to:

- Manage, direct and coordinate the work of professional and technical personnel.
- Select, supervise, train and evaluate staff.
- Provide administrative and professional leadership and direction for the Code Enforcement Division.
- Negotiate terms and agreements with vendors and contractors.

- Recommend and implement goals, objectives and practices for providing effective and efficient code enforcement services.
- Prepare and administer division budgets.
- Prepare clear and concise staff and financial reports, policies, procedures, resolutions and correspondence.
- Analyze problems, identify alternative solutions, project consequences of proposed actions and implement recommendations in support of goals.
- Research, analyze and evaluate new service delivery methods, procedures and techniques.
- Interpret and apply Federal, State and local policies, procedures, laws, ordinances and regulations.
- Communicate clearly and concisely, both orally and in writing.
- Establish and maintain effective working relationships with those contacted in the course of work including City and other government officials, community groups and the general public.

EXPERIENCE AND TRAINING:

A typical way to obtain the knowledge and abilities would be:

Experience:

- Five years of increasingly responsible experience in the field of code enforcement and abatement or a related field, including two years of supervisory and administrative responsibilities.

Training:

- Equivalent to a Bachelors degree from an accredited college or university with major course work in planning, public or business administration or a related field.

License:

- Possession of valid driver's license.
- Possession of an Arrest Course 832 Penal Code Certificate.

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. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

While performing the duties of this job, the employee is regularly required to sit and talk or hear. The employee frequently is required to stand; walk; use hands to finger, handle, or feel; and reach with hands and arms. The employee must frequently lift and/or move up to 10 pounds and occasionally lift and/or move up to 25 pounds. Specific vision abilities required by this job include close vision, and ability to adjust focus.

WORK ENVIRONMENT:

The work environment characteristics described here are representative of those an employee encounters while performing the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

While performing the duties of this job, the employee regularly works in indoor conditions and regularly works near video display. The employee is occasionally exposed to outside weather conditions. The noise level in the work environment is usually moderate.

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