

## CODE ENFORCEMENT MANAGER

*Class specifications are intended to present a descriptive list of the range of duties performed by employees in the class. Specifications are **not** intended to reflect all duties performed within the job.*

### **SUMMARY DESCRIPTION**

Under administrative direction, directs, manages, supervises, and coordinates the activities and operations of the Code Enforcement Division within the Community Development Department; coordinates assigned activities with other divisions, departments, and outside agencies; and provides highly responsible and complex administrative support to the Community Development Director.

### **REPRESENTATIVE DUTIES**

*The following duties are typical for this classification. Incumbents may not perform all of the listed duties and/or may be required to perform additional or different duties from those set forth below to address business needs and changing business practices.*

1. Assume management responsibility for assigned services and activities of the Code Enforcement Division, including code enforcement and residential rental inspections.
2. Manage and participate in the development and implementation of goals, objectives, policies, and priorities for assigned programs; recommend and administer policies and procedures.
3. Monitor and evaluate the efficiency and effectiveness of service delivery methods and procedures; recommend, within departmental policy, appropriate service and staffing levels.
4. Plan, direct, coordinate, and review the work plan for code enforcement staff; assign work activities, projects, and programs; review and evaluate work products, methods, and procedures; meet with staff to identify and resolve problems.
5. Select, train, motivate, and evaluate personnel; provide or coordinate staff training; work with employees to correct deficiencies; implement discipline and termination procedures.
6. Oversee and participate in the development and administration of the division's annual budget; participate in the forecast of funds needed for staffing, equipment, materials, and supplies; monitor and approve expenditures; implement adjustments.
7. Meets with the public, City staff, and community and business groups to coordinate code enforcement activities.
8. Serve as the liaison for the Code Enforcement Division with other divisions, departments, and outside agencies; negotiate and resolve sensitive and controversial issues.
9. Serve as staff on a variety of boards, commissions, and committees; prepare and present staff reports and other necessary correspondence.
10. Provide responsible staff assistance to the Community Development Director; conduct a variety of organizational studies, investigations, and operational studies; recommend modifications to code enforcement programs, policies, and procedures as appropriate.
11. Attend and participate in professional group meetings; maintain awareness of new trends

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and developments in the field of code enforcement; incorporate new developments as appropriate.

12. Respond to and resolve difficult and sensitive citizen inquiries and complaints.
13. Review and submit violation complaints and/or inspection warrants with the court system; maintain appropriate records, and testify as necessary.
14. Perform related duties as required.

**QUALIFICATIONS**

*The following generally describes the knowledge and ability required to enter the job and/or be learned within a short period of time in order to successfully perform the assigned duties.*

**Knowledge of:**

- Operational characteristics, services, and activities of a code enforcement program.
- Applications of City municipal codes and regulations.
- Methods and techniques of field inspections, investigation, and evidence preservation.
- Principles and procedures of record keeping.
- Principles and practices of research and report preparation.
- Principles and procedures of administrative and legal proceedings.
- Laws, legal processes, and court procedures, including case filing, evidence presentation, and testimony.
- Various business enterprises and their methods of operations
- Methods of public contact associated with compliance, collections, and investigative work.
- Principles and practices of an effective customer service program.
- Principles and practices of program development and administration.
- Principles and practices of municipal budget preparation and administration.
- Principles of supervision, training, and performance evaluation.
- Zoning, housing, vehicle abatement, and nuisance abatement codes.
- Program monitoring and evaluation methods.
- Pertinent federal, state, and local laws, codes, and regulations.

**Ability to:**

- Oversee and participate in the management of a comprehensive code enforcement program.
- Conduct field investigations and determine if codes have been violated.
- Learn the ordinances, policies, procedures, forms, practices, and significant aspects of businesses associated with assigned activities.
- Advise property owners, contractors, and other responsible parties of code violations and changes needed to conform with standards.
- Oversee, direct, and coordinate the work of lower level staff.
- Select, supervise, train, and evaluate staff.
- Participate in the development and administration of division goals, objectives, and procedures.
- Prepare and administer large program budgets.
- Collect, analyze, compile and evaluate data and prepare clear and concise administrative and financial reports.

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- Make effective public presentations in sometimes challenging situations; diffuse anger and negotiate compliance; negotiate and resolve conflicts.
- Operate office equipment including computers and supporting word processing, spreadsheet, and database applications.
- 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 and techniques.
- Interpret and apply federal, state, and local policies, laws, and regulations.
- Create and encourage neighborhood improvement organizations.
- Develop lesson plans, teaching materials, and goals for community education.
- Maintain accurate and detailed logs and records of work performed.
- Work independently in the absence of supervision.
- Respond to request, inquiries and complaints from the general public.
- Understand and follow oral and written instructions; communicate clearly and concisely, both orally and in writing.
- Establish and maintain effective working relationships with those contacted in the course of work.
- Work a flexible schedule, including some weekend hours.

**Education and Experience Guidelines**

**Education/Training:**

Associates degree from an accredited college or university with major course work in urban planning, public administration, business administration, criminal justice, or a related field. A Bachelors degree is highly desirable.

**Experience:**

Five years of increasingly responsible code enforcement or law enforcement experience including two years of administrative and supervisory responsibility. Additional professional-level relevant work experience may be substituted for the required college education on a year-for-year basis.

**License or Certificate:**

Possession of an appropriate, valid driver's license.

Possession of a valid, current P.C. 832 certificate.

**PHYSICAL DEMANDS AND WORKING ENVIRONMENT**

*The conditions herein 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 job functions.*

**Environment:** Work is performed primarily in a standard office setting with some travel from site to site and exposure to an outdoor field environment and all types of weather and temperature conditions; exposure to potentially hostile individuals and environments, noise, dust, grease, smoke, fumes, and gases; work at heights or in confined spaces; work and/or walk on various types of surfaces including slippery or uneven surfaces and rough terrain.

**Physical:** Primary functions require sufficient physical ability and mobility to work in an office setting and in a field environment; to stand or sit for prolonged periods of time; to occasionally stoop, bend, kneel, crouch, reach, and twist; walk on uneven terrain, loose soil, and sloped surfaces; to lift, carry, push, and/or pull light to moderate amounts of weight; to

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operate office equipment requiring repetitive hand movement and fine coordination including use of a computer keyboard; to travel to other locations; to operate equipment and vehicles; and to verbally communicate to exchange information.

FLSA: Exempt

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This class specification identifies the essential functions typically assigned to positions in this class. Other duties not described may be assigned to employees in order to meet changing business needs or staffing levels but will be reasonably related to an employee's position and qualifications. Other duties outside of an individual's skill level may also be assigned on a short term basis in order to provide job enrichment opportunities or to address emergency situations.