



## Code Compliance Manager

### ***Purpose of the role:***

Under general direction, plans, organizes, and supervises code compliance program activities and operations within the Community Development Department; supervises and coordinates the work of staff responsible for enforcement of municipal code compliance, interpretation of regulations; coordinates assigned activities with other divisions and outside agencies; ensures work quality and adherence to established policies and procedures; maintains appropriate work records and serves as a technical resource for assigned personnel; performs related duties as required.

### ***Distinguishing Characteristics:***

The Code Compliance Manager assumes responsibility for planning, organizing, and supervising various programs, services, and operations related to the assigned area. Incumbents in this class report directly to the Community Development Director, participate in the development of goals, objectives, policies, and priorities, and supervise the work of subordinate staff. This position may also participate in code compliance activities and conduct investigations of higher profile and difficult municipal code violations. Assignments are varied and carried out with considerable judgment and independence.

***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.***

### ***Essential Duties and Responsibilities:***

- Plans, organizes, supervises, and evaluates code compliance program activities and operations within the Community Development Department; develops, implements, and monitors work plans to achieve goals and objectives; supervises and participates in developing, implementing, and evaluating plans, work processes, systems, and procedures to achieve annual goals, objectives, and work standards.
- Selects, trains, motivates, and evaluates assigned personnel; provides or coordinates staff training; works with employees to correct deficiencies; implements discipline and termination procedures.
- Plans and evaluates the performance of assigned staff; establishes performance requirements and personal development targets; regularly monitors performance and provides coaching for performance improvement and development; recommends compensation and other rewards to recognize performance; recommends disciplinary action, up to and including termination, in accordance with the City's Personnel Rules and Regulations.

- Identifies opportunities for improving service delivery methods and procedures; recommends, within departmental policy, appropriate services and staffing levels.
- Provides leadership and works with staff to ensure a high performance, customer service-oriented work environment through selection, training, and day-to-day management practices that supports achieving the department's and the City's mission, objectives and values.
- Participates in the development of the assigned program budget; forecasts funds needed for staffing, equipment, materials, and supplies; monitors and approves expenditures; recommends budgetary adjustments as necessary.
- Responds to and handles difficult compliance issues regarding municipal code provisions and explains City regulations to City officials and the public relating to building, zoning, land use, disabled access, planning and related codes.
- Schedules and assigns the work of the City's code compliance officers; advises and assists staff with field problems and evaluates staff for their consistency and effectiveness in conducting inspections; receives and investigates public concerns regarding staff members in the conduct of their duties.
- Provides leadership and oversight of the review and approval of applications designated to the Code Compliance Section for processing including farm animal permits, home occupation permits, alcoholic beverage permits, and special event permits; provides oversight for the approval of zone clearances for Certificate of Occupancy applications for new commercial occupancies.
- Conducts investigations and attempts to correct higher profile and difficult alleged Municipal Code Violations; testifies in court actions as necessary.
- Receives public complaints; acts as a reference for Code Compliance Officers investigating and attempting to correct alleged violations of the zoning ordinance and conditioned permits; testifies in court actions as necessary.
- Responds to City Council and City Manager referrals regarding Code Compliance or zoning issues.
- Represents the City at community meetings including City Council and Planning Commission to provide information and receive comments and input from the public on Planning and code compliance City issues; may serve as the secretary to the Board of Appeals for Code Compliance.
- Provides staff assistance to the Community Development Director; participates on a variety of committees; prepares and presents staff reports and other correspondence as appropriate and necessary.
- Maintains current knowledge of municipal codes, applicable laws,

and investigation techniques and practices; participates in professional development activities.

- Explains, justifies, and defends assigned programs and activities; responds to and resolves difficult and sensitive citizen inquiries and complaints.
- Performs related duties as required.

*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 compliance program.
- Principles and practices of code compliance including identification and investigation techniques.
- Pertinent codes, ordinances, laws, and regulations pertaining to zoning, building, housing, plumbing, electrical, mechanical nomenclature, and land uses.
- Methods, procedures and techniques used in the interpretation, application and enforcement of various zoning and subdivision ordinances, laws and standards.
- Methods and techniques of code enforcement.
- Methods and techniques of business correspondence and technical report preparation.
- Legal aspects of code administration.
- Principles and practices of court procedures and legal actions.
- Effective public relations practices.
- Principles and procedures of record keeping and maintenance.
- Office procedures, methods, and equipment including computers and applicable software applications.
- Occupational hazards and standard safety practices.
- Principles and practices of municipal budget preparation and control.
- Principles and practices of supervision, training, and performance.
- Pertinent federal, state, and local laws, codes, and regulations governing code compliance.

***Desired  
Minimum  
Qualifications:***

Ability to:

- Supervise, direct, and coordinate the work of lower level staff.
- Select, supervise, train, and evaluate staff.
- Participate in the development and administration of goals, objectives, and procedures.
- Research, analyze, and evaluate new service delivery methods and techniques.
- Interpret and apply legislation, zoning and subdivision law as related to zoning compliance.
- Provide assistance to staff and develop effective solutions to code compliance issues and problems.
- Work under stressful and volatile situations
- Provide analyses of municipal policies, proposed amendments, and changes to programs as they related to code compliance.

- Deal effectively with the public.
- Prepare and provide information in a public speaking forum or meetings.
- Perform complex analysis and research, identify alternative solutions, project consequences of proposed actions and implement recommendations in support of goals.
- Prepare and administer assigned budget.
- Prepare clear, concise, and comprehensive administrative and technical reports.
- Work on multiple, concurrent projects with strict deadlines and with frequent interruptions.
- Utilize standard office equipment including computers and related software applications.
- Understand, interpret, explain and apply applicable federal, state and local policies, laws and regulations.
- Learn and apply new information or skills.
- Communicate clearly and concisely, both orally and in writing.
- Establish and maintain effective working relationships with those contacted in the course of work.
- Respond and perform assigned duties in the event of a City-declared emergency.

**Competencies:**

- Effective Communicator
- Strategic Thinker
- Results Oriented
- Problem Solver and Decision Maker
- Planner and Organizer
- Skill and Career Development Coach
- Technically Knowledgeable

*Any combination of education and experience that would likely provide the required knowledge and abilities is qualifying. A typical way to obtain the knowledge and abilities would be:*

**Education/Training:**

A Bachelor's degree from an accredited college or university with major course work in planning, public administration, criminal justice, or a related field.

**Education and  
Experience  
Guidelines:**

**Experience:**

Six years of increasingly responsible code compliance experience including one year of administrative and/or lead supervisory responsibility.

**Licenses; Certificates; Special Requirements:**

A valid Class C California driver's license is required.

*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.*

**Physical and  
Environmental  
Conditions:**

**Physical:** Sufficient physical ability to work in an office setting and operate office equipment; sit, stand, walk on level and slippery surfaces, reach, twist, turn, kneel, bend, stoop, squat, crouch, grasp and make repetitive hand movement; lift, carry and push tools, equipment and supplies weighing less than 25 pounds. **Vision:** See in the normal visual range with or without correction; vision sufficient to read computer screens and printed documents, and to operate assigned equipment. **Hearing:** Hear in the normal audio range with or without correction.

**Environment:** Standard office setting; interact with City staff and other organizations; and occasionally deal with dissatisfied or quarrelsome individuals; occasionally works in outside weather conditions and is exposed to inclement conditions.

*Class specifications are only intended to present a descriptive summary of the range of duties and responsibilities associated with specified positions. Therefore, specifications **may not include all** duties performed by individuals within a classification. In addition, specifications are intended to outline the **minimum** qualifications necessary for entry into the class and do not necessarily convey the final qualifications of incumbents within the position.*

*Pursuant to California Government Code Section 3100, all public employees are required to serve as disaster service workers subject to such disaster service activities as may be assigned to them by their supervisor or by law.*

Date Adopted: 7/5/03  
Date Revised: