



## Code Compliance Officer I Code Compliance Officer II

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

Under supervision (Code Compliance Officer I) or general supervision (Code Compliance Officer II) conducts inspections and investigations pertaining to the violations of the municipal code provisions in zoning ordinance, sanitary regulations, business license regulations, and the nuisance abatement ordinance; interprets, enforces and explains regulations relating to zoning, land use, building, abandoned vehicle abatement, planning, and related codes; interacts with the public in potentially volatile situations; and performs related duties as required.

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

**Code Compliance Officer I** – This is the entry level class in the Code Compliance Officer series. This class is distinguished from the Code Compliance Officer II by the performance of the more routine tasks and duties assigned to positions within the series. Since this class is typically used as a training class, employees may have only limited or no directly related work experience. Employees are expected to perform a variety of duties and learn the full scope of duties assigned to Code Compliance Officers. Advancement to the II level is based on demonstrated proficiency in performing the full range of code compliance officer duties and is at the discretion of higher level supervisory or management staff.

**Code Compliance Officer II** – This is the full journey level class within the Code Compliance Officer series. Employees within this class are distinguished from the Code Compliance Officer I by the performance of the full range of duties as assigned including the more complex investigation, reporting, enforcement, monitoring and issuance of citations of violations pertaining to City codes and ordinances, and providing training to less experienced Code Compliance Officers. Employees at this level receive only occasional instruction or assistance as new or unusual situations arise, and are fully aware of the operating procedures and policies of the work unit. Positions in this class are flexibly staffed and are normally filled by advancement from the Code Compliance Officer I level, or when filled from the outside, require prior experience.

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

***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.***

- Conducts technical field inspections and investigations to determine compliance of residential, commercial and industrial buildings with zoning ordinances, conditions of zoning variance, special use, and other conditioned permits.
- Receives and investigates public complaints; conducts on-site

inspections and determines existence and type of code violation; investigates and attempts to correct violations of the zoning ordinance and conditioned permits; prepares cases for court proceedings of unresolved cases; testifies in court actions as necessary.

- Issues corrective notices and orders to comply for code violations; interprets and explains municipal codes and ordinances to members of the general public, contractors, business owners, and other interested groups.
- Prepares and issues Notices of Violation, Abatement in accordance with City codes; prepares, under rules established in the penal code, documentation, correspondence and reports regarding investigations and cases; produces photographs and records of violations for purpose of evidence in court; prepares cases for prosecution or council action as needed and provides any other information in accordance with proper procedures of court evidence; conducts research of property history; represents the City in court regarding enforcement of non-compliance.
- Investigates and provides for the removal of abandoned vehicles on private property under procedures established in the vehicle code.
- Assists the public in processing applications and answering questions concerning Community Development Department requirements and procedures; processes, approves, and/or investigates applications for farm animal permits, home occupation permits, alcoholic beverage permits, special event permits, and disabled access complaints.
- Processes residential building inspection reports on Municipal Code violations for resale of private residences.
- Processes Certificates of Occupancy for commercial properties.
- Inspects and approves requests for removal of hazardous oak and landmark trees or dangerous limbs.
- Investigates complaints and enforces smoking ordinance violations.
- Conducts Owner Occupancy Verifications as necessary.
- As assigned, performs public relations activities such as responses to City Council referrals, open house displays, community oriented policing, and problem solving lectures; prepares reports as necessary.
- Responds to public inquires in a courteous manner; provides information within the area of assignment; resolves complaints in an efficient and timely manner.
- 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.

***Desired  
Minimum  
Qualifications:***

Knowledge of:

- Operations, services, and activities of a municipal code compliance program.
- Pertinent codes, ordinances, laws, and regulations pertaining to zoning, building, housing, plumbing, electrical, mechanical nomenclature, and land uses.
- Procedures involved in the enforcement of codes and regulations including methods and techniques of conducting and documenting field investigations.
- Methods, procedures and techniques used in the interpretation, application and enforcement of various zoning and subdivision ordinances, laws and standards.
- Policies and procedures of City permitting process.
- Methods and techniques of business correspondence and technical report preparation.
- State and federal constitutional law as it applies to the collection and preservation of evidence.
- City, county, and state departments and their functions as related to code enforcement.
- Legal actions applicable to code enforcement compliance.
- 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.

Ability to:

- Learn and demonstrate a full understanding of applicable codes, ordinances, policies, procedures and work methods regarding zoning, public nuisance, environment, health and safety, and business licensing associated with the assigned duties.
- Inspect and identify violations of applicable codes and ordinances.
- Read and interpret legislation, zoning and subdivision law as related to zoning enforcement.
- Learn and apply the appropriate manner and the necessary skill to deal with the various segments of the public in explaining zoning requirements and procedures.
- Prepare accurate and detailed documentation of investigation findings.
- Recognize conditions that constitute a zoning violation.
- Read blueprints and landscaping plans.
- Use math and mathematical reasoning.
- Diffuse volatile situations while in the field.
- Work under stressful situations.
- Deal effectively and firmly with the public.
- Research, compile, and collect data.
- Prepare clear and concise technical reports.
- Operate office equipment including computers and supporting

software applications.

- Work under deadlines with frequent interruptions.
- Learn and apply new information or new 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
- Customer Focused
- Flexible/Adaptable
- Accountable
- Problem Solver and Decision Maker
- 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:*

**Code Compliance Officer I**

**Education/Training:**

Equivalent to the completion of the twelfth grade.

***Education and  
Experience  
Guidelines:***

**Experience:**

One year of work experience involving considerable public contact, preferably in a governmental planning or building safety department is desirable.

**Licenses; Certificates; Special Requirements:**

A valid Class C California driver's license.

Completion of required P.O.S.T. training including PC 832 Arrest, Search and Seizure certification within six months of employment.

**Code Compliance Officer II**

**Education/Training:**

Equivalent to the completion of the twelfth grade.

**Experience:**

Two years of experience at a level comparable to the Code Compliance Officer I with the City of Thousand Oaks.

**Licenses; Certificates; Special Requirements:**

A valid Class C California driver's license.

Completion of required P.O.S.T. training including PC 832 Arrest, Search and Seizure certification.

*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 indoors to operate office equipment and outdoors to perform field investigation duties; 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 25 pounds or more. **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; frequent interaction with City staff and other organizations, and with dissatisfied, hostile or quarrelsome individuals; frequently works in outside weather conditions; exposure to noise, dust, vibration, airborne particles, toxic or caustic chemicals, and risk of electrical shock; exposed to street/road traffic; frequently works around loud noise levels.

*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: