



Field Inspector

Purpose of the role:

Under general supervision, performs a variety of duties involved in business license code field investigation, enforcement and compliance; provides customer service; receive requests for water conservation surveys; conducts water surveys for residential and commercial customers; provides guidance for water conservation; performs other related duties.

Distinguishing Characteristics:

A Field Inspector is responsible for performing the full range of duties as assigned in the area of business license field inspection, including the investigation, reporting, enforcement, monitoring and issuance of citations of violations pertaining to business license and Certificate of Occupancy codes; and the full range of duties in the area of water conservation working with customers by performing related surveys, water use analysis and water conservation education. This class is distinguished from Code Compliance Officer I and II by the performance of business license code compliance inspections rather than other code enforcement. The incumbent is expected to have experience in the building trades, code compliance or other field inspection responsibilities, and an understanding of water conservation and related ordinances.

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:

- Conducts on-site inspections to locate individuals/organizations doing business within City limits; ensures business operators are in compliance with proper licensing; directs individuals to obtain licensing; utilizes follow-up procedures to ensure compliance, explains and interprets applicable codes, ordinances, and regulations.
- Performs administrative duties; maintains field activity inspection logs; prepares monthly status reports; compiles packets of appropriate information to provide local business operators with current City ordinances; initiates contacts with other agencies regarding new information and procedures; responds to citizen inquiries/problems over the phone and in person.
- Issues notices of violation regarding business license and zoning-related issues; issues administrative citations for non-compliant businesses.
- Conducts follow-up investigations and collects evidence for prosecution of Business License Code violations; assists in collection of delinquent Business Tax which may include initiating

Small Claims Court actions on non-compliant businesses.
Appears/testifies in Small Claims Court/Appeal hearings.

- Confers and coordinates enforcement activities with members of other departments and agencies.
- Provides exemplary customer service to all individuals by demonstrating a willingness to be attentive, understanding, responsive, fair, courteous and respectful and actively participates in maintaining a positive customer service environment.
- Conducts water conservation surveys for City of Thousand Oaks customers pertaining to residential and commercial property; responds, researches and resolves citizen inquiries in a timely manner; assists in resolving high water consumption meter readings.
- Distributes and/or provides educational material to customers, provides water conservation information and education to members of the public as needed.
- Assists with follow-up procedures such as writing reports, site visits and communication with complainants and property owners.
- Attends and participates in business license and water conservation-related group meetings, as required; stays abreast of new trends and innovations in water conservation and related issues.
- Creates and monitors consumption reports; analyzes customer usage history and investigates high water usage, determines if water can be used more efficiently.
- Maintains a variety of files and records related to areas of assignment; inputs and retrieves information into computer data bases; prepares reports, correspondence, and a variety of other written materials as requested.
- 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:

***Desired
Minimum
Qualifications:***

- Pertinent codes and city ordinances pertaining to water conservation and business tax regulations.
- California plumbing code, practical use of plumbing codes, methods and materials.
- Pertinent federal and state regulations and local ordinances.
- Irrigation systems, water systems and landscaping materials.
- Occupational hazards and standard safety practices.
- Principles and procedures of record keeping and maintenance.
- Procedures involved in the enforcement of codes and regulations including methods and techniques of conducting and documenting field investigations.
- Methods and techniques of business correspondence and technical report preparation.
- Effective public relations practices.
- Office procedures, methods and equipment including computers and applicable software applications.

Ability to:

- Interpret and apply the policies, procedures, codes and ordinances pertaining to business license and water conservation.
- Inspect and identify violations of applicable codes and ordinances.
- Identify problems and alternative solutions.
- Interpret and communicate applicable ordinances and regulations to achieve compliance.
- Use sound independent judgments within established guidelines.
- Communicate clearly and concisely both orally and in writing.
- Establish and maintain positive working relationships with those contacted in the course of work.
- Deal constructively with conflict and develop effective resolutions.
- Plan and organize own work load, field inspections, office research, and telephone follow-ups.
- Learn and apply new information and new skills.
- Maintain and update accurate records, logs and reports.
- 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.
- Operate a motor vehicle in a safe manner.
- 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:

**Education and
Experience
Guidelines:**

Education:

Equivalent to the completion of the twelfth grade supplemented by specialized training in building inspection, construction, architecture, engineering, plumbing, irrigation systems, or a related field.

Experience:

Two years of experience at a level comparable to the Field Service Representative or Field Inspector with the City of Thousand Oaks.

Licenses; Certificates; Special Requirements:

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

PC832 certification within six months of employment.

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, field, and construction site setting and 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: 3/22/11

Date Revised: