



## **City of Laguna Niguel Job Description**

### **CODE COMPLIANCE INSPECTOR**

Maintenance, Clerical, and Technical Unit

FLSA: Non-exempt

#### **DEFINITION**

Under general supervision, investigate and enforce regulations related to zoning, land use, building codes, property maintenance, water quality, public nuisance and other matters of public concern; provide information and general assistance to members of the public.

#### **SUPERVISION RECEIVED AND EXERCISED**

Receives general supervision from Community Development Director or designee.

#### **EXAMPLES OF IMPORTANT DUTIES AND RESPONSIBILITIES**

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

- ◆ Perform both field and office work involving the enforcement of the City's municipal code and ordinances, as well as State regulations, with an emphasis on establishing and maintaining cooperative and effective relationships with the public to gain voluntary compliance.
- ◆ Respond to complaints, questions and inquiries regarding potential code violations including for example building, zoning, grading, health and safety, and nuisance regulations.
- ◆ Explain and interpret City ordinances to the public.
- ◆ Conduct inspections of properties for violations; investigate and determine existence and types of violations; issue warning notices, notices of violation, stop work notices and other related documentation for code violations; identify actions to correct violation(s) and applicable timeframes for compliance; perform follow-ups to ensure or gain compliance (e.g., writing letters, re-inspections, phone calls, meetings, etc.) issue administrative citations and/or abatements of nuisances.
- ◆ Prepare and maintain accurate documentation and case files through the City's case management system on all investigations, inspections and enforcement actions (photos, drawings, measurements, correspondence and any other relevant material to substantiate the existence of violations).
- ◆ Plan and recommend code enforcement strategies and procedures; assists in preparing forms, policies and other correspondence to educate the public and advise individuals on the City's code compliance program.
- ◆ May assist planning staff in field work related to permit applications.
- ◆ Perform related duties as assigned.
- ◆ Testify as City witness in court proceedings regarding code violations.

#### **QUALIFICATIONS**

**Knowledge of:**

- ◆ Principles, practices, methods and techniques of code violation investigation and enforcement.
- ◆ Principles and practices of providing quality customer service and public relations.
- ◆ Safe, appropriate and efficient work practices as they relate to difficult or confrontational encounters with the public.
- ◆ General city services and municipal organizational structure as they relate to code enforcement.

**Ability to:**

- ◆ Understand, interpret, apply and explain pertinent policies, codes, ordinances, laws and regulations relating to zoning, land use, building codes, property maintenance, water quality, public nuisance and other matters of public concern.
- ◆ Deliver high levels of customer service in interaction with citizens, officials, property owners and business owners.
- ◆ Respond to inquiries, complaints and requests for service in a timely and tactful manner.
- ◆ Inspect and use proper judgment in identifying violations of applicable codes and ordinances.
- ◆ Enforce regulations in a tactful, firm and impartial manner.
- ◆ Defuse and react appropriately and professionally when working with the public in difficult situations.
- ◆ Communicate clearly and concisely, both orally and in writing.
- ◆ Prepare and maintain accurate and detailed documentation of investigation findings, including a variety of correspondence, logs and other pertinent records.
- ◆ Work independently in the absence of supervision.
- ◆ Be proficient in a variety of computer technologies, including Microsoft Office, and other computer applications necessary to research, investigate, document and report complaints, requests for service, enforcement activities and compliance.

**Experience and Training:**

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

Two (2) years of code inspection and enforcement experience involving considerable public contact in a municipal setting; AND high school diploma or GED equivalent.

Desirable: Post PC 832 and certification as a Code Enforcement Officer issued by the CACEO.

**Licenses:**

Possession of a valid California Driver's License and an excellent driving record.

### **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.*

Work is performed mostly in field settings. Considerable outdoor work is required in the inspection of various land uses and other matters. Hand-eye coordination is necessary to operate computers and various pieces of office equipment.

While performing the duties of this job, the employee is occasionally required to stand, walk, talk, and hear; use hands to finger, handle, feel, or operate objects, tools, or controls; and reach with hands and arms. The employee is occasionally required to sit, climb, balance; stoop, kneel, crouch, or crawl.

The employee must occasionally lift and/or move up to 50 pounds. Specific vision abilities required by this job include close vision, distance vision, color vision, peripheral vision, depth perception, and the 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 occasionally works in outside weather conditions. The employee is occasionally exposed to wet and/or humid conditions, fumes, airborne particles, bacterial waste, toxic or caustic chemicals, risk of electrical shock, and vibration.

The noise level in the work environment is usually moderate.