



City of Laguna Niguel Job Description

SENIOR CODE COMPLIANCE INSPECTOR

Middle Management, Professional, and Supervisory Unit
FLSA: Exempt

DEFINITION

Under general supervision, plans and supervises activities pertaining to the administration of the Laguna Niguel Municipal Code, including business regulations, property maintenance, housing occupancy regulations, building code compliance, 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 Deputy Community Development Director or designee. Exercises direct supervision over Code Compliance Inspectors.

EXAMPLES OF IMPORTANT DUTIES AND RESPONSIBILITIES

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

- ◆ Perform complex 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 complex and sensitive complaints or inquiries; conducts inspections, develops recommendations, and takes enforcement action as needed.
- ◆ Plans, coordinate, directs and reviews the work of staff assigned to conduct inspections and enforce City Codes and ordinances and other requirements.
- ◆ 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).
- ◆ Research, develop and implement new programs for Code Compliance staff. Develops, recommends, and implements new policies and procedures.
- ◆ May assist planning staff in field work related to permit applications.
- ◆ Perform related duties as assigned.
- ◆ May appear on City's behalf 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.
- ◆ Principles and practices of supervision.
- ◆ Safe, appropriate and efficient work practices as they relate to difficult or confrontational encounters with the public; principles and techniques of mediation and conflict resolution.
- ◆ Inspection methods and procedures.
- ◆ General city services and municipal organizational structure as they relate to code enforcement.

Ability to:

- ◆ Organize, schedule, coordinate and supervise work of others.
- ◆ 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.
- ◆ Must possess a strong level of customer service.
- ◆ 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.
- ◆ Assist in the development of improved work methods and procedures in the Division.
- ◆ Prepare and present effective oral and written reports.
- ◆ Prepare and maintain accurate and detailed documentation of investigation findings, including a variety of correspondence, logs and other pertinent records.
- ◆ 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:

Three (3) years of code inspection and enforcement experience involving considerable public contact in a municipal setting; AND high school diploma or GED equivalent.

California PC 832 certification is highly desirable.

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.