



May 2007
FLSA: NON-EXEMPT

CODE ENFORCEMENT TECHNICIAN

DEFINITION

Under general supervision, provides a wide variety of technical office administrative and secretarial support duties involved in the enforcement and communication of code enforcement activities; performs related work as required.

SUPERVISION RECEIVED AND EXERCISED

Receives general supervision from the Code Enforcement District Supervisor. No supervision of staff is exercised.

CLASS CHARACTERISTICS

This is a journey-level class in the Code Enforcement division that performs technical, clerical, and administrative support activities. Responsibilities include overseeing and administering the division's process for documentation, forms, reports, records, applications, notices, and other critical paperwork; ensuring the conformance of paperwork with division policies and procedures; conducting project research, analysis, and report preparation; and cash handling. Incumbents are required to exercise a large degree of initiative, discretion, and independent judgment in following policies and procedures. This class is distinguished from other administrative and secretarial classes in that it requires specialized technical knowledge and skills pertaining to the Town's code enforcement function, in addition to standard office support duties.

EXAMPLES OF ESSENTIAL JOB FUNCTIONS (Illustrative Only)

Management reserves the right to add, modify, change or rescind the work assignments of different positions and to make reasonable accommodations so that qualified employees can perform the essential functions of the job.

- Handles front counter traffic, including answering general questions, handling complaints, issuing permits, collecting fees, and providing information to public.
- Performs a wide variety of general clerical duties to support departmental operations, including filing, preparing notices, case progress reports, and monthly and year-end reports, and ordering and maintaining office and other related supplies.
- Screens calls, visitors, and mail; responds to complaints and requests for information; assists in interpreting and applying regulations, policies, procedures, systems, rules, and precedents in response to inquiries and complaints from public; directs callers to appropriate Town staff.
- Dispatches calls to Code Enforcement Officers via a two-way radio.

- Verifies and reviews forms and reports for completeness and conformance with established regulations and procedures; applies departmental and program policies and procedures in determining completeness of applications, records, and files.
- Performs project research, analysis, and report preparation related to the activities of the department; may prepare technical reports and perform other technical work related to the department.
- Organizes, coordinates, maintains, and updates departmental record systems; enters and updates information with departmental activity, inventory files, photos and report summaries; purges files as required.
- Gathers, assembles, updates, and distributes a variety of department specific information, forms, records, and data as requested.
- Receives cash for citation fees and reconciles cash drawer; issues receipts and refunds as necessary.
- Schedules administrative hearings; provides due process notices of hearings to all parties involved; prepares documentation of violations for hearings.
- Assists with special programs and events as assigned, including coordinating advertising, compiling project or event data, entering information into appropriate databases, printing inspection schedules, mailing out inspection packets and notices, collecting and processing payments, receiving complaints, notifying assigned officers, monitoring case status and scheduling follow-up inspections.
- Performs other duties as assigned.

QUALIFICATIONS

Knowledge of:

- Principles, practices, methods, and techniques of code violation investigation and compliance.
- Applicable codes, regulations, policies, technical processes, and procedures related to the department to which assigned.
- Modern office administrative and secretarial practices and procedures, including the use of standard office equipment.
- Business letter writing and the standard format for reports and correspondence.
- Principles and practices of data collection and report preparation.
- Business arithmetic and basic statistical techniques.
- Basic principles of record keeping and cash handling.
- Computer applications related to the work, including word processing, database, and spreadsheet applications.
- English usage, grammar, spelling, vocabulary, and punctuation.
- Techniques for dealing effectively with the public, vendors, contractors and Town staff, in person and over the telephone.
- Techniques for providing a high level of customer service to the public and Town staff, in person and over the telephone.

Ability to:

- Perform responsible technical, administrative, and secretarial support work with accuracy, speed, and minimal supervision.
- Provide varied, confidential, and responsible secretarial and office administrative work requiring the use of tact and discretion.
- Understand the organization and operation of the Town and of outside agencies as necessary to assume assigned responsibilities.
- Interpret and apply administrative and departmental policies and procedures.
- Respond to and effectively prioritize multiple phone calls, walk-up traffic, and other requests or interruptions.

- Compose correspondence and reports from brief instructions.
- Organize, maintain, and update office database and records systems.
- Make accurate arithmetic, financial, and statistical computations.
- Enter and retrieve data from a computer with sufficient speed and accuracy.
- File materials alphabetically, chronologically, and numerically.
- Organize own work, coordinate projects, set priorities, meet critical time deadlines, and follow-up on assignments with a minimum of direction.
- Operate modern office equipment including computer equipment and software programs.
- Use English effectively to communicate in person, over the telephone, and in writing.
- Use tact, initiative, prudence, and independent judgment within general policy and legal guidelines in politically sensitive situations.
- Establish and maintain effective working relationships with those contacted in the course of work.

Education and Experience:

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

Equivalent to the completion of the twelfth (12th) grade supplemented by college coursework in business, public administration, administration of justice, or related field; four (4) years of varied clerical support experience preferably involving some public contact.

License:

- Valid California class C driver's license with satisfactory driving record and automobile insurance.

PHYSICAL DEMANDS

Must possess mobility to work in a standard office setting and use standard office equipment, including a computer; vision to read printed materials and a computer screen; and hearing and speech to communicate in person and over the telephone. This is primarily a sedentary office classification although standing in work areas and walking between work areas may be required. Finger dexterity is needed to access, enter and retrieve data using a computer keyboard, typewriter keyboard or calculator and to operate standard office equipment. Positions in this classification occasionally bend, stoop, kneel, reach, push and pull drawers open and closed to retrieve and file information. Employees must possess the ability to lift, carry, push, and pull materials and objects necessary to perform job functions.

ENVIRONMENTAL ELEMENTS

Employees work in an office environment with moderate noise levels, controlled temperature conditions and no direct exposure to hazardous physical substances. Employees may interact with upset staff and/or public and private representatives in interpreting and enforcing departmental policies and procedures.