



**NOVEMBER 2021
FLSA: NON-EXEMPT**

CODE ENFORCEMENT OFFICER

DEFINITION

Under general supervision, effectively administers a code enforcement program. Performs a wide variety of specialized and technical non-sworn law enforcement duties in support of the City's Municipal Code and code enforcement program; monitors and enforces applicable ordinances, codes, and regulations related to zoning, land use, nuisance housing, building codes, health and safety, blight, graffiti, water waste, business license and other matters of public concern; and serves as a resource and provides information on City regulations to property owners, residents, businesses, the general public, and other City departments.

This position will perform code inspections, investigations, and enforcement pertaining to business permits and operations of businesses, including but not limited to, vacation rentals, cannabis cultivation, manufacturing, testing, dispensaries, and distribution. This position may on occasion be required to work evenings and weekends to perform essential duties.

SUPERVISION RECEIVED AND EXERCISED

Receives general supervision from the Planning and Building Director. Exercises no supervision of staff.

CLASS CHARACTERISTICS

This is the journey level classification and is responsible for exercising considerable initiative and independent judgment in the investigation and resolution of potentially complex code violation cases including coordination with multiple departments and outside agencies, administrative hearings, and judicial proceedings. This position is distinguished from the Building Inspector in that the latter performs technical building inspection work to ensure compliance with relevant codes and regulations while the Code Enforcement Officer performs investigation work related to zoning and abatement codes, ordinances, and regulations.

ESSENTIAL DUTIES (Illustrative Only)

Management reserves the rights 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.

- Receives and responds to citizen complaints and reports from other agencies and departments on alleged violations of City zoning and related municipal codes and ordinances; interview complainant and witnesses; conduct investigations and provide recommendations for resolutions.
- Enforces City regulations pertaining to business permits and city ordinances as prescribed in the Calistoga Municipal Code, which may include but not limited to, cannabis cultivation, housing, vacations rentals, weed abatement, vehicle and recreational vehicle parking and storage, and water conservation enforcement.
- Patrols in a City vehicle to identify and evaluate property maintenance problem areas and/or ordinance violations; determine proper method to resolve violations.

- Maintains accurate documentation and case files on all investigations, inspections, enforcement actions, and other job-related activities including accurate and detailed information regarding enforcement activity to substantiate violations; draw diagrams and illustrations and take photographs.
- Works with all departments in the City regarding violations of municipal code.
- Establishes and maintains effective working relationships with property owners, tenants, the general public, officials, and other agencies.

EXAMPLE OF DUTIES:

- Coordinates and chairs the City's Code Enforcement Team meetings.
- Intakes, verifies and addresses code enforcement complaints.
- Recommends responses to code enforcement complaints to the Planning and Building Director and Code Enforcement Team.
- Coordinates responses to code enforcement with other City departments as well as with other local, county and state allied agencies.
- Communicates via phone, letters, email, or in person for violations.
- Issues administrative citations and warning letters.
- Conducts field investigations to determine the extent of a violation, contact occupants of the property, and gather information to assist in the investigation and follow up of enforcement.
- Monitors and re-inspects properties to ensure continued compliance. Including abatement and inspection warrants and correspondence.
- Photographs violations, creates files, and prepares investigative reports and legal documents.
- Prepares a wide variety of letters, reports, and documentation in support of code enforcement activities.
- Tracks compliance issues, maintains logs, and prepares written reports on activities and actions taken.
- Cites vehicles, coordinates the removal of abandoned illegally parked vehicles and maintains reports on towing activities.
- Coordinates police department responses to abandon vehicle complaints and vehicle abatement processes.
- Appears in court related to violation cases as needed.
- Develops, maintains, and updates policies and procedures.
- Represents the City as the liaison with the Napa County Transportation and Planning Agency (NCTPA).
- Completes special projects as assigned.
- Performs related duties as assigned.

QUALIFICATIONS

Knowledge of:

- Applicable state and local laws, codes, and regulations, including administrative and department policies and procedures relevant to assigned area of responsibility.
- Investigative principles and practices.
- Principles and practices of data collection and report preparation.
- Safe and efficient work practices as they relate to code enforcement.
- Modern principles, practices, and methods used in various inspection and seizure warrant procedures.
- Basic principles of recordkeeping.
- Functions, principles, and practices of law enforcement agencies.
- Negotiation and conflict resolution techniques.
- Interviewing and public speaking techniques.
- Knowledge of principles of project management.
- City and County geography, maps, streets, landmarks, and driving directions.

- Modern office practices, methods, and computer equipment and applications related to work.
- English usage, grammar, spelling, vocabulary, and punctuation.
- Techniques for providing a high level of customer service by effectively dealing with the public, vendors, contractors, business owners, tenants, and City staff.

Ability to:

- Understand and explain state and local laws, codes, and regulations.
- Communicate effectively both orally and in writing; follow oral and written directions.
- Deal tactfully with the public, business owners, tenants, and others in providing information, answering questions, and applying code enforcement policies.
- Make sound, independent decisions within established policy and procedural guidelines.
- Prepare clear and concise reports, correspondence, and other written materials.
- Organize own work, set priorities, and meet critical deadlines.
- Operate modern office equipment and computer applications related to work.
- Memorize codes, names, street locations, and other information.
- Read and interpret maps and other pertinent documentation.
- Interpret, apply, and explain policies, procedures, and regulations.
- Perform technical, detailed, and responsible office support work.
- Organize, maintain, and update office database and records systems.
- Make accurate arithmetic and statistical computations.
- Use tact, initiative, prudence, and independent judgment within general policy and legal guidelines in politically sensitive situations.
- Establish, maintain, and foster positive and 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 one or a combination of the following:

- Equivalent to the completion of the twelfth (12th) grade, preferably two years of college, and one year of experience in code enforcement, building, planning, or related field.
- Two years of work experience involving a high level of public contact including some experience dealing with the public in an enforcement, inspection, or investigation capacity.
- Completion of Code Enforcement certified training.
- Experience that includes enforcement of municipal codes is highly desirable.

Licenses and Certifications:

- Possession of a valid California Driver's License.
- Completion of basic Code Enforcement Certification issued by the California Association of Code Enforcement Officers within one year of employment.

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. Finger dexterity is needed to access, enter, and retrieve data using a computer 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 up to twenty-five pounds.

The field work requires medium physical effort and the agility to inspect temporary, unfinished, construction sites and access points. This may require light lifting and carrying, stand, walk, stoop, reach, bend, climb or crawl to perform inspections; may also be required to work at heights on scaffolding or ladders, or work on uneven surfaces. The position requires the operation of a motor vehicle and visits various sites within the City.

ENVIRONMENTAL ELEMENTS

Employees work in outdoor and indoor environments; travel from site to site; construction site environments; may be exposed to noise, dust, odors, and inclement weather conditions. Employees may interact with upset staff and/or public and private representatives in interpreting and enforcing City ordinances & regulations and departmental policies & procedures. The principal duties of this class are performed in a police station environment with possible exposure to criminal offenders, mentally ill individuals, and persons potentially infected with communicable diseases.

OTHER REQUIREMENTS

Essential duties may require evening or weekend work.

The City of Calistoga is an Equal Opportunity Employer. In compliance with the Americans with Disabilities Act, Calistoga will provide reasonable accommodations to qualified individuals with disabilities and encourages both prospective and current employees to discuss potential accommodations with the employer.