



CODE ENFORCEMENT PROGRAM MANAGER

DEFINITION

Under general direction, manages, supervises, implements, and coordinates the activities and operations of the Code Enforcement division to enforce the City's Municipal Code; performs the most complex and sensitive code enforcement activities; coordinates assigned activities with other divisions, departments, and outside agencies; provides highly responsible and complex staff support to the Director of Community Development; and performs related duties as assigned.

SUPERVISION RECEIVED AND EXERCISED

Receives general direction from assigned management personnel. Exercises direct supervision over technical and clerical staff.

CLASS CHARACTERISTICS

This is a single-position management classification responsible for the overall administration of the Code Enforcement division. Incumbents are responsible for developing and implementing division goals, objectives and standards in addition to furthering City goals and objectives. The incumbent has extensive public contact including presentation to the City Council, neighborhood groups, business associations, and other officials and agencies. Performance of the work requires the use of considerable independence, initiative, and discretion within established guidelines.

This class is distinguished from the Code Enforcement Officer in that the latter is the journey-level class in the series that has responsibility performing routine to complex code enforcement duties.

ESSENTIAL DUTIES

Duties may include, but are not limited to the following:

- Plans, organizes, supervises, and manages the activities of the Code Enforcement division within the Community Development Department; develops and directs the implementation of goals, objectives, policies, procedures, and work standards for the division; develops, reviews, and recommends improved service delivery methods and procedures for the division.
- Participates in the preparation, monitoring, and administration of the budget for the Code Enforcement division; determines and recommends equipment, materials, and staffing needs for assigned projects.
- Performs the most complex and sensitive code enforcement activities; participates in the investigation, preparation, and presentation of cases for legal action; participates in hearing and court activities related to case prosecution; testifies in court proceedings.
- Participates in selection, training, motivation, and evaluation of assigned personnel; works with employees on performance issues; recommends discipline and termination procedures

as needed; manages, reviews, and approves employee work schedules, overtime, vacation, sick leave and time cards; conducts staff and safety meetings.

- Ensures compliance with local, state, and federal laws, codes and regulations; interprets, applies, and advises on applicable laws, policies, and regulations related to division matters.
- Initiates contact with residents, business representatives and other parties to explain the nature of incurred violations and to encourage compliance with local, state, and federal laws, codes and regulations.
- Initiates abatement of substandard and dangerous properties and vector control issues of vacant properties; provides confirmation to public by telephone and in person regarding code regulations; prepares notices of violation and writes citations according to applicable codes and regulations; issues letters to property owners notifying them of violations; affixes notices of violation on properties to abate fire, life and public welfare safety hazards and public nuisances.
- Prepares and presents staff reports and presentations at various City Council, commission/board, internal and external groups and businesses and other meetings; makes presentations within assigned program areas; prepares comprehensive technical and statistical reports; maintains a variety of records and technical data.
- Provides information to the public regarding code enforcement activities, regulations, ordinances, and procedures; organizes and administers public education materials on code enforcement.
- Receives, records, and investigates complaints from the public and staff regarding violations of local, state and federal laws, codes and regulations.
- Provides information and serves as liaison to representatives from state, federal and other local agencies.
- Participates in Community Development management meetings and works with managers and staff to resolve policy, procedural, or operational issues.
- Conducts after-hours investigations as needed to verify violations or compliance.
- Performs related duties as assigned.

QUALIFICATIONS

Knowledge of:

- Administrative principles and methods, including goal setting, program and budget development and implementation, personnel management and supervision.
- Supervisory principles and practices, including work planning and evaluation and employee training and discipline.
- Advanced principles, practices, methods and techniques of code violation investigation and compliance.
- Methods and procedures used in code compliance including citation issuance procedures, methods used to obtain various types of warrants, and principles used to prepare legal documents.
- Practices for case documentation, gathering evidence, correcting violations, and carrying through on court procedures.

- Principles and practices relating to public finance, administration, and municipal government budget preparation.
- Applicable local, state and federal laws codes and regulations and procedures relevant to assigned division.
- Organizational and management practices as applied to the analysis and evaluation of projects, programs, policies, procedures, and operational needs.
- Basic requirements of building, planning, and zoning permit process and plans examining, and related local, state, federal laws, codes and regulations.
- Legal descriptions and boundary maps of real property and legal terminology as used in code compliance
- Research techniques, business letter writing, and report presentation.
- Business arithmetic and basic statistical techniques.
- Records management principles and practices.
- Techniques for providing a high level of customer service to the public and City staff, in person and over the telephone.
- Principles and techniques for working with groups and fostering effective team interaction to ensure teamwork is conducted smoothly.
- The structure and content of the English language, including the meaning and spelling of words, rules of composition, and grammar.
- Modern equipment and communication tools used for business functions and program, project, and task coordination.
- Computers and software programs (e.g., Microsoft software packages) to conduct, compile, and/or generate documentation.

Ability to:

- Assist in developing and implementing goals, objectives, policies, procedures, work standards, and internal controls for the department and assigned division.
- Plan, organize, direct, and coordinate the work of technical and administrative support staff.
- Ensure project compliance with local, state, federal laws, codes and regulations and procedures.
- Analyze complex problems, evaluate alternatives, and make sound recommendations related to division activities.
- Perform complex technical research and prepare and analyze technical and administrative reports, statements, and correspondence.
- Independently analyze situations and data and develop logical conclusions, and make sound recommendations.
- Explain, interpret, and apply a variety of laws, codes, regulations, legal descriptions, City and departmental policies and procedures and other standards to property owners, residents, and others.
- Prepare and administer a departmental budget.
- Investigate code violations and respond to inquiries, complaints and requests for service in a fair, tactful and timely manner.

- Read and interpret technical written material, maps, plans, blueprints, schematics, and legal descriptions.
- Coordinate division activities with other City departments and agencies.
- Prepare clear and concise reports, correspondence, policies, procedures, and other written material.
- Effectively represent the department and the City in meetings with governmental agencies; community groups; various business, professional, and regulatory organizations; and in meetings with individuals.
- Independently organize work, set priorities, meet critical deadlines, and follow-up on assignments.
- Communicate clearly and concisely, both orally and in writing, using appropriate English grammar and syntax.
- Use tact, initiative, prudence, and independent judgment within general policy, procedural, and legal guidelines.
- Establish, maintain, and foster positive and effective working relationships with those contacted in the course of work.
- Attend, represent the department, and prepare and make presentations at Council, interagency committees, and other meetings.
- Effectively use computer systems, software applications, and modern business equipment to perform a variety of work tasks.

Education and Experience

A combination of education and experience which would provide the required knowledge and abilities is qualifying. Note: education may not fully substitute for the required experience unless expressly stated herein.

Equivalent to graduation from high school supplemented by 30 college-level semester units from a regionally accredited education institution in building inspection, construction management, or a closely related field;

AND

Five (5) years of experience performing journey-level code enforcement/compliance duties in a public or municipal setting. Previous lead or supervisory experience is desirable.

Possession of a bachelor's degree in the fields above is desirable.

Licenses and Certifications

- Possession of, or ability to obtain and maintain, a valid California Class C Driver License and a satisfactory driving record is required. Individuals who do not meet this requirement due to a disability will be reviewed on a case-by-case basis.
- Possession of Arrest, Search and Seizure (Penal Code 832) certificate at the time of appointment.

- Certification as a Building Inspector or Code Compliance Officer by the International Conference of Building Officials, the International Code Council, the California Association of Code Enforcement Officers, or the American Association of Code Enforcement is highly desirable.

PHYSICAL DEMANDS

Must possess mobility to work in a standard office setting and use standard office equipment, including a computer; the ability to operate a motor vehicle to visit various City sites and attend off-site meetings; vision to read printed material and view a computer screen; hearing and speech to communicate in person, before groups, and over the telephone; strength, stamina, and mobility to traverse uneven terrain, including climbing ladders, stairs, and other temporary or construction access points; finger dexterity to operate standard office equipment and access, enter, and retrieve data using a computer keyboard or calculator; and the ability to occasionally lift, carry, push, and pull materials and objects up to 40 pounds to perform the required job functions. Reasonable accommodations will be made for individuals on a case-by-case basis.

ENVIRONMENTAL CONDITIONS

Employees primarily work in an office environment with moderate noise levels, controlled temperature conditions, and no direct exposure to hazardous physical substances. Employees may also work in the field and occasionally be exposed to loud noise levels, cold and hot temperatures, inclement weather conditions, road hazards, vibrations, mechanical and/or electrical hazards, and hazardous chemical substances and fumes. Employees may interact with upset individuals in interpreting and enforcing departmental policies and procedures. The duties of this class are performed in an environment with exposure to criminal offenders, mentally ill individuals, and persons potentially infected with communicable diseases.

WORKING CONDITIONS

Employees may be required to work evenings, weekends, and holidays, as well as participate in afterhours on-call assignments.

All City of Rocklin employees are designated as Emergency Service Workers during a proclaimed emergency and may be required to perform certain emergency services at the direction of the department and/or City.

This class specification should not be construed to imply that these requirements are the exclusive standards of each position as not all duties are necessarily performed by each incumbent.

Adopted	June 2022
Revised	
FLSA	Exempt
Salary Schedule	Management/Range 15