

## SENIOR COMMUNITY COMPLIANCE OFFICER

*Class specifications are intended to present a descriptive list of the range of duties performed by employees in the class. Specifications are **not** intended to reflect all duties performed within the job.*

### **DEFINITION**

Under general supervision, to perform complex field inspections of properties to ensure compliance with applicable zoning, safety, fire and nuisance codes, ordinances and abatement regulations; to serve as a resource to other departments and divisions; to resolve complaints; to perform administrative assignments; to participate in the development and interpretation of administrative policies and procedures; and to perform a variety of technical duties relative to assigned area of responsibility.

### **DISTINGUISHING CHARACTERISTICS**

This is the full journey level class within the Community Compliance Officer series. Employees within this class conduct highly complex cases, provide technical direction to lower level staff, and perform the full range of duties as assigned. Positions at this level receive only occasional instruction or assistance as new or unusual situations arise and are fully aware of the operating procedures and policies of the work unit. This class is distinguished from the Community Compliance Officer in that the latter performs the more routine duties assigned to the classification.

### **SUPERVISION RECEIVED AND EXERCISED**

Receives general supervision from the Community Compliance Manager. Exercises technical and functional direction over lower level Community Compliance Officers.

**ESSENTIAL AND MARGINAL FUNCTION STATEMENTS**--*Essential and other important responsibilities and duties may include, but are not limited to, the following:*

#### **Essential Functions:**

1. Inspects single family homes, apartment buildings, businesses and vacant lots; ensures compliance with applicable zoning and nuisance codes, ordinances and abatement regulations; performs follow-up inspections as necessary.
2. Performs inspections of properties and improvements to determine compliance with zoning, property maintenance, building or health and safety requirements; issues notices of violation, notices to vacate and utility disconnect letters; conducts patrols for illegal signs and banners, unlawful solicitations, unlawful camping and waste disposal; confiscates and/or disposes of illegal products.
3. Responds to alleged violations including substandard structures, zoning violations, debris, unsanitary conditions, abandoned or inoperative vehicles, overgrown vegetation and other violations; interviews complainant and witnesses; takes photographs of violations and document activities.

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4. Inspects property for abandoned or inoperative vehicles; issues notices for vehicle abatement if necessary; oversees removal of vehicles; issues parking citations.
5. Serves as a resource to the City Attorney or other City departments regarding zoning and other code requirements; researches programs; updates forms; writes and obtains warrants; files criminal complaints; appears in court and hearings to present testimony.
6. Maintains records and reports of inspections and surveillance activities.
7. Provides training and assistance to new Community Compliance Officers and volunteers, as assigned; serves as the acting supervisor as required.
8. Operates a computer to process and acquire data relative to inspection sites; gathers evidence and documents for court proceedings; researches ownership information, and inputs data into the case management program.
9. Responds to and resolves citizen inquiries and complaints on various issues pertaining to properties within the City; determines alternative methods to achieve code compliance involving the application of related laws, ordinances, and regulations.
10. Prepares notices of violation or noncompliance and citations according to applicable codes and regulations; issues letters to property owners notifying them of violations; as appropriate, affixes a notice of violation on property to abate fire and public safety hazards and public nuisances; prepares legal records for department office conferences and nuisance abatement hearings.
11. Researches practices of other municipalities and law enforcement organizations; coordinates community education efforts with other City departments; assists other departments with special programs designed to achieve compliance with neighborhood improvement; researches and presents specialized code compliance activity reports and presentations; reviews and edits division correspondence and reports prepared by other staff for appropriate content and use of technical resources.
12. Performs related duties and responsibilities as required.

**QUALIFICATIONS**

**Knowledge of:**

- Operations, services, and activities of a code enforcement program.
- Methods and techniques of field inspection and investigation.
- General methods used in building and related structures.
- California vehicle code and related penal code sections.
- Appropriate safety, hazardous materials and fire prevention inspection techniques and requirements.
- Public nuisance and abatement laws.
- Modern office procedures, methods and equipment including computers including word processing and spreadsheet applications.

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- Legal actions applicable to code enforcement compliance.
- Principles, regulations and terminology related to code enforcement.
- Regulations and requirements for court evidence documentation.
- Principles of business letter writing and report preparation.
- Principles and procedures of record keeping.
- Terminology used in zoning, including property legal descriptions.
- Mathematical principles.
- Applicable City, State and Federal codes, ordinances and regulations related to building, zoning and nuisance requirements.

**Ability to:**

- Interpret and enforce applicable City, State and Federal codes, ordinances and regulations related to zoning and nuisance issues.
- Respond to requests and inquiries from the general public.
- Investigate zoning, code and other complaints in a timely and tactful manner.
- Prepare accurate and detailed documentation of inspection findings and other written materials.
- Prepare clear and concise investigative and technical reports.
- Enforce zoning, nuisance, health and safety requirements.
- Compile and collect data.
- Operate office equipment including computers and supporting word processing and spreadsheet applications.
- Communicate clearly and concisely, both orally and in writing.
- Establish and maintain effective working relationships with those contacted in the course of work.
- Maintain physical condition appropriate to the performance of assigned duties and responsibilities.
- Provide technical direction to staff.
- Work independently in the absence of supervision.
- Understand and follow oral and written instructions.
- Work on weekends or during the evenings in order to coordinate or attend various events or operations.

**Experience and Training Guidelines**

*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:*

**Experience:**

Two years of code enforcement or compliance experience or related field involving compliance activities such as planning, building, or law enforcement.

**Training:**

High School diploma or equivalent. The completion of related college level coursework is highly desirable.

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**Licenses and Certifications**

- Possession of a State of California driver's license, and the ability to maintain insurability under the City's vehicle insurance program.
- Possession of a PC 832 certification issued by the Commission on Peace Officer Standards and Training (POST).
- Possession of a Basic/Module I Code Enforcement Certification issued by the California Association of Code Enforcement Officers.

**WORKING CONDITIONS**

**Environmental Conditions:**

The work environment characteristics described here are representative of those that must be met by employees to successfully perform the essential functions of this class. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

The employee works under both field and office conditions. In the office, there is exposure to computer screens, and the noise level is usually quiet. The position works regularly in the field where there will be exposure to noise, dust, grease, smoke, fumes, and traffic; and/or exposure to inclement weather conditions including heat, cold, and rain.

**Physical Conditions:**

Essential functions may require maintaining physical condition necessary for sitting for prolonged periods of time and operating motorized vehicles. The physical and mental demands described here are representative of those that must be met by employees to successfully perform the essential functions of this class. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

**Physical Demands:**

While performing the duties of this job, the employee is regularly required to sit, walk, and stand; talk and hear; use hands to finger, handle, feel, or operate objects, tools, or controls; reach with hands and arms; perform repetitive movements of hands or wrists; climb or balance on ladders or stairs; stoop, kneel, and bend at the waist; crouch or crawl; and smell. The employee is occasionally required to lift up to 25 pounds unaided.

Specific vision abilities required for this job include close vision, distance vision, use of both eyes, depth perception, color vision, and the ability to adjust focus.

**Mental Demands:**

While performing the duties of this class, an employee uses written and oral communication skills; reads and interprets data, information, and documents; analyzes and solves problems; uses math, and mathematical reasoning; observes and interprets people, and situations; learns and applies new information and skills; performs highly detailed work; deals with changing deadlines, constant interruptions, and multiple concurrent tasks; and interacts with others encountered in the course of work.

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**CAREER PROGRESSION**

FROM:           Senior Community Compliance Officer

TO:             Community Compliance Manager

Revised 4/20/20