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# Attachment 32

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*Senior Code Enforcement Officer 06242026*



## CITY OF WESTMINSTER

### SENIOR CODE ENFORCEMENT OFFICER

#### **DEFINITION**

Under general supervision, provides technical and functional direction to lower-level staff and/or performs a variety of routine to complex technical and public contact duties related to the City's code compliance program, including the identification, investigation, and correction of violations of the City's municipal, zoning, housing, tree, development, and signage codes; investigates citizen complaints of public nuisances and quality of life issues, seeks voluntary compliance or issues citations, and initiates abatement procedures; and performs related work as required.

#### **SUPERVISION RECEIVED AND EXERCISED**

Receives general supervision from the Code Enforcement Manager. Exercises technical and functional direction over and provides training to lower-level staff.

#### **CLASS CHARACTERISTICS**

This is the advanced journey-level class in the Code Enforcement series that performs the full range of duties related to participating in inspection and compliance activities required to ensure compliance with the City's municipal, zoning, housing, tree, development, and signage codes. Responsibilities include the authority to cite violators and initiate court proceedings for compliance. Successful performance of the work requires the frequent use of tact, discretion, and independent judgment, knowledge of departmental and City activities, and extensive staff, public, and organizational contact. This class is distinguished from Code Enforcement Officer in that it provides technical and functional direction and training to lower-level code compliance staff and/or has special expertise, knowledge, and skill in code compliance and enforcement that may require additional training and certification. This class is further distinguished from the Code Enforcement Manager in that the latter is responsible for organizing, assigning, supervising, and reviewing the work of assigned staff involved in code compliance.

#### **EXAMPLES OF TYPICAL 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.*

- Provides technical and functional direction to assigned staff; reviews and controls quality of work; participates in performing complex code compliance duties.
- Plans, schedules, prioritizes, and assigns code compliance activities in consultation with the Code Enforcement Manager; communicates status of code compliance inspections and abatement procedures to appropriate staff, working cooperatively to schedule activities in accordance with established priorities.
- Trains employees in work principles, practices, methods, policies, procedures, and applicable Federal, State, and local laws, rules, codes, and regulations.
- Assists in the implementation of goals, objectives, policies, procedures, and work standards including recommending improvements; assists in developing work plans, procedures, and schedules.
- Conducts inspections and investigations to enforce municipal and regulatory codes and ensure compliance with code enforcement programs.
- Receives, records, and investigates complaints from the public and staff regarding violations of municipal, building, and zoning codes, ordinances, housing standards, and health and safety

regulations, noise standards, signage, business licenses, and environmental ordinances such as water conservation and National Pollution Discharge Elimination Systems (NPDES) violations.

- Documents violations by securing photographs and other pertinent data; researches ownership records, prior complaints, municipal codes and ordinances, and State regulations to establish whether a violation has occurred.
- Inspects properties for compliance with state housing law maintenance requirements, including, but not limited to, minimum light, ventilation and occupancy requirements; fire and life safety components; and plumbing, mechanical, and electrical systems; reviews conditions of onsite drainage, weatherproofing, garage, weed and rubbish control, and rodent and insect infestation.
- Conducts sound tests of mechanical and construction equipment, ambient noise levels, and amplified music for compliance with municipal noise regulations.
- Initiates contacts with residents, business representatives, and other parties to explain the nature of incurred violations and to encourage compliance with municipal codes, ordinances, and community standards; initiates abatement of dangerous properties and vector control issues of vacant properties; provides confirmation to the public by telephone and in person regarding code regulations.
- Prepares and issues notices of violation or noncompliance, final notices, and misdemeanor and parking citations and other correspondence according to applicable codes and regulations; issues letters to property owners notifying them of violation; as appropriate, affixes a notice of violation on property to abate fire and public safety hazards and public nuisances.
- Meets with City planning, building, engineering, police, and public works staff and legal counsel regarding complaints; coordinates activities with other code compliance personnel and departments.
- Coordinates and conducts follow-up abatement procedures including the preparation of additional correspondence, site visits, and communication with property owners and attorneys; conducts follow-up investigations to ensure compliance with applicable codes and ordinances; prepares non-compliance cases for legal action; presents testimony at hearings.
- Oversees and/or makes drive-by or on-site inspections of residential, industrial, and/or commercial areas; notes possible violations at other property sites during the course of field investigations.
- Provides information to violators, the general public, business community, and other government agencies regarding codes, laws, and ordinances; responds to questions, complaints, and inquiries.
- Participates in recommending, developing, and administering policies, procedures, and projects to ensure efficient and effective code enforcement activities in compliance with City guidelines, standards, goals, and objectives.
- Performs a variety of public relations and outreach work related to assigned activities.
- Maintains files, databases, and records related to citations and violations; prepares a variety of written reports, memoranda, and correspondence.
- Performs other duties as assigned.

## **QUALIFICATIONS**

### **Knowledge of:**

- Basic principles of supervision and training.
- 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 inspection warrants, and principles used to prepare legal documents.
- Practices for documenting inspections, correcting violations, and carrying through on court procedures.
- Basic requirements of zoning and related codes, ordinances, and regulations.
- Applicable Federal, State, and local laws, rules, regulations, ordinances, and organizational policies and procedures relevant to assigned area of responsibility.
- Legal descriptions and boundary maps of real property and legal terminology as used in code compliance.

- Occupational hazards and standard safety practices necessary in the area of code compliance.
- Research and reporting methods, techniques, and procedures.
- Techniques for dealing with and solving the problems presented by a variety of individuals from various socio-economic, cultural, and ethnic backgrounds, in person and over the telephone.
- Safety equipment and practices related to the work, including safe driving rules and practices.
- Record keeping principles and procedures.
- Modern office practices, methods, and computer equipment and applications related to the work.
- English usage, spelling, vocabulary, grammar, and punctuation.
- Techniques for effectively representing the City in contacts with governmental agencies, community groups, various business, professional, educational and regulatory organizations, and with property owners, developers, contractors, and the public.
- Techniques for dealing with and solving the problems presented by a variety of individuals from various socio-economic, cultural, and ethnic backgrounds, in person and over the telephone.
- Techniques for providing a high level of customer service by effectively dealing with the public, vendors, contractors, and City staff.

**Ability to:**

- Provide technical and functional oversight and direction for the activities of staff; train others in work procedures.
- Explain codes and regulations to property owners, residents, and others.
- Interpret, apply, explain, and ensure compliance with applicable Federal, State, and local laws, rules, regulations, policies, and procedures.
- Understand and explain occupational hazards and standard safety practices related to code compliance.
- Identify and respond to issues and concerns of management, City government, a variety of professional groups, commissions, and committees, and the general public.
- Act for the Code Enforcement Manager in his/her absence.
- Effectively represent the department and the City in meetings with governmental agencies, community groups, and various businesses, professional, and regulatory organizations and in meetings with individuals.
- Respond to inquiries, complaints, and requests for service in a fair, tactful, and timely manner.
- Prepare clear and concise reports, correspondence, and other written materials.
- Enter and retrieve data from a computer with sufficient speed and accuracy to perform assigned work.
- Make accurate arithmetic, financial, and statistical computations.
- Establish and maintain a variety of filing, record keeping, and tracking systems.
- Organize and prioritize assigned projects and multiple tasks in an effective and timely manner; and meet critical time deadlines.
- Operate modern office equipment including computer equipment and specialized software applications.
- Use English effectively to communicate in person, over the telephone, and in writing.
- 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.

**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:*

- Completion of one (1) year of college (30 semester credits) in a related field from an accredited college or university.

**Licenses and Certifications:**

- Possession of a Basic, Intermediate, or Advanced Code Enforcement Certificate from an accredited college or the California Association of Code Enforcement.
- Possession of, or ability to obtain, a valid California Driver's License by time of appointment.
- Possession of or ability to obtain a California PC832 certificate.
- Possession of Certified Code Enforcement Officer (CCEO).

**PHYSICAL DEMANDS**

Must possess mobility to work in a standard office setting and use standard office equipment, including a computer; to inspect various City sites, including traversing uneven terrain, climbing ladders, stairs, and other temporary or construction access points; to attend meetings and to operate a motor vehicle; vision to read printed materials and a computer screen, and make inspections; and hearing and speech to communicate in person, before groups, and over the telephone. This is partially a sedentary office and partially a field operations classification; frequent standing and walking between work areas is required. 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 weighing up to 25 pounds.

**ENVIRONMENTAL ELEMENTS**

Employees work partially in an office environment with moderate noise levels and controlled temperature conditions, and partially in the field and are occasionally exposed to loud noise levels, cold and hot temperatures, inclement weather conditions, road hazards, vibration, and hazardous physical substances and fumes. Employees may interact with upset staff and/or public and private representatives and contractors in interpreting and enforcing departmental policies and procedures.

**WORKING CONDITIONS**

Classification requires successful completion of a pre-hire physical and detailed police background investigation.