

CODE ENFORCEMENT MANAGER

DEFINITION

Under general direction, plans, organizes, oversees, coordinates, reviews, and oversees the work of code enforcement staff within the Planning and Building Department; serves as project manager for complex enforcement programs and special projects; including land use, cannabis regulatory programs, inspection, and enforcement activities; coordinates assigned activities with other divisions, departments, outside agencies, and the general public.

SUPERVISION RECEIVED AND EXERCISED

Receives general direction from assigned management staff. Exercises general direction and may exercise general supervision over professional, technical, and administrative support staff.

CLASS CHARACTERISTICS

This is the management level classification in the Code Enforcement class series that manages a major unit in the Planning & Building Department. Responsibilities include performing diverse, specialized, and complex work involving significant accountability and decision-making responsibility. The incumbent organizes and oversees day-to-day activities and operations of an assigned functional area, including the full spectrum of code enforcement activities. The incumbent oversees investigations and enforcement activity including cannabis licensing, permitting, and enforcement activities and serves as the principal program advisor regarding the development and implementation of policies, procedures, and systems to implement multiple code enforcement programs and activities. Successful performance of the work requires an extensive professional background as well as skill in coordinating work with other County departments and a variety of public agencies.

EXAMPLES OF TYPICAL JOB FUNCTIONS (Illustrative Only)

- Plans, directs, coordinates, and participates in the development, implementation, and maintenance of the Code Enforcement Division, including licensing and licensee compliance, enforcement, and permitting services and activities; assigns work activities and projects; monitors and coordinates workflow; reviews and evaluates work products, methods and procedures.
- Monitors, and oversees compliance with local and state offices by coordinating regulatory and policy efforts, communicating, evaluating and implementing best practices, and establishing collaborative relationships with state and federal agencies, external stakeholders and the community.
- Acts as a County spokesperson for code enforcement policy and enforcement; prepares and presents verbal and written reports to the Planning Commission and Board of Supervisors.
- Selects and manages staff, provides training and development opportunities, ensures work is performed effectively in connection code enforcement duties; and evaluates performance in an objective and positive manner.
- Recommends, administers, and implements cannabis policies and procedures for the systematic application of County Code.
- Participates in the selection, supervision, training, and evaluation of professional, technical and administrative support personnel.
- Identifies opportunities for improving service delivery methods and procedures; identifies resource

- needs; obtains approval for improvements as needed/required: implements improvements.
- Oversees and participates in the development of the annual budget for assigned program area; participates in forecasting funds needed for staffing, equipment, materials, and supplies; monitors and approves expenditures; implements adjustments.
 - Leads a coordinated multi-agency task force assigned to the enforcement and regulation of licensed cannabis activities; participates in special projects related to the assigned program area.
 - Assists in the development and implementation of departmental goals, objectives, policies, procedures, and work standards.
 - Serves as a technical expert to subordinate staff on complex cases.
 - Evaluates employee performance; counsels employees, and effectively recommends disciplinary action; assists in selection and promotion.
 - Evaluates operations and activities of assigned responsibilities; recommends improvements and modifications; prepares various reports on operations and activities.
 - Directs, monitors, and evaluates the work of assigned consultants and contractors; assists in the development of appropriate contract language; provides clear, concise, and consistent directions; acts as a resource and County representative to consultant or contractor regarding administrative and operational policies, procedures, and guidelines.
 - Testifies in criminal and civil court, administrative hearings, public meetings, and depositions by subpoena as a County representative; conducts follow-up once legal activities have been initiated.
 - Prepares a variety of periodic and specialized reports related to code enforcement inspections and activities.
 - Confers with other agencies and County departments on disposition of a variety of complaints and code violations.
 - Performs related duties as assigned.

QUALIFICATIONS

Knowledge of:

- Principles of management and organizational theory and development including organizational design and effectiveness, strategic and long-term planning, business development, project management and delegation of authority and accountability.
- Principles and practices of personnel management including supervision, discipline, leadership, mentoring, and training.
- Fiscal, budget and contract development and management.
- Applicable federal, state, and local laws, codes, and regulations regarding cannabis policy and enforcement including in El Dorado County.
- Overall legislative and regulatory processes at all levels of government.
- Principles and practices of leadership.
- Advanced principles and practices of code enforcement and land use designation.
- Advanced principles and methods of investigation utilized in code enforcement inspections.
- Applicable, federal, state, and local codes and regulations pertaining to building, housing, and zoning.
- Policies, procedures, and terminology related to code enforcement.
- General principles of risk management related to the functions of the assigned area.
- Regulations and requirements for court evidence documentation and presentation.
- Principles and techniques for working with groups and fostering effective team interaction to ensure teamwork is conducted smoothly.
- Techniques for providing a high level of customer service by effectively dealing with the public, vendors, contractors, and County staff.
- 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 programs, projects, and task coordination.
- Computer and software programs (e.g., Microsoft software package) to conduct, compile, and/or generate documentation.

Ability to:

- Evaluate program policies and procedures; research, analyze and evaluate new service delivery methods and techniques; identify and implement improvements.
- Advocate for the County's interests at other levels of government.
- Select, manage, train, and evaluate personnel.
- Manage competing interests while ensuring public health and safety; meet deadlines and adjust to changing priorities.
- Develop and implement goals, objectives, practices, policies, procedures, and work standards.
- Evaluate and develop improvements in operations, procedures, policies, or methods.
- Conduct complex research projects, evaluate alternatives, make sound recommendations, and prepare effective technical staff reports.
- Perform investigations and inspections of a difficult and complex nature.
- Prepare clear and concise reports, correspondence, policies, procedures, and other written material.
- Analyze, interpret, summarize, and present administrative and technical information and data in an effective manner.
- Obtain information through interviews and dialogue.
- Prepare evidence and files on difficult and complex enforcement cases for hearing or court testimony.
- Analyze situations quickly and objectively and determine proper course of action.
- Departmental methods, practices, and procedures.
- Understand, interpret, and apply all pertinent laws, codes, regulations, policies and procedures, and standards relevant to work performed.
- Effectively represent the Department and the County 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.
- Effectively use computer systems, software applications, and modern business equipment to perform a variety of work tasks.
- Communicate clearly and concisely, both verbally 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.

Education and Experience:

A combination of the required experience, education, and training that would provide the essential knowledge, skills, and abilities is qualifying, however, education may not solely substitute for the required experience

Equivalent to an associate's degree from an accredited educational institution in code enforcement, building industries, construction management, criminal justice, land use, urban, regional or environmental planning, public or business administration or a closely related field;

AND

Four (4) years of increasingly responsible experience performing sensitive and technical investigation and enforcement of regulatory codes, laws and regulations such as zoning enforcement, vehicle abatement, building inspection, environmental health inspection, law enforcement, code enforcement or related activities including two years of journey-level code enforcement experience at a level equivalent to the County's class of Code Enforcement Officer II.

AND

One (1) year supervisory experience.

Licenses and Certifications:

- Possession of, or ability to obtain and maintain, a valid California or Nevada Driver's License and a satisfactory driving record.
- Possession of a certificate of Beginning Module Code Enforcement Officer training by an accepted state or national Code Enforcement organization is required within twelve (12) months of appointment. The certificate must be maintained.
- Possession of a certificate of Intermediate Module Code Enforcement Officer training is required within twelve (12) months of appointment. The certificate must be maintained.
- Possession of a Certificate of Completion of Penal Code § 832 Course in Arrest, Search and Seizure issued by California Commission on Peace Officer Standards and Training within twelve (12) months of appointment

PHYSICAL DEMANDS

Work is performed primarily in an office environment. The incumbent will perform work inside of buildings or outside; work alone or closely with others; and need the ability to respond quickly, calmly, and effectively in emergency or stressful situations. The incumbent may work in emergency situations that require them to coordinate and direct an emergency response team. The incumbent in this class may work closely with law enforcement staff and should be comfortable and confident when interacting with law enforcement. 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 50 pounds. Reasonable accommodations will be made for individuals on a case-by-case basis.

ENVIRONMENTAL CONDITIONS

Employees work primarily in an office environment with moderate noise levels and controlled temperature conditions, and partially in the field where they are occasionally exposed to loud noise levels, cold and hot temperatures, inclement weather conditions, road hazards, vibration, confining workspaces, chemicals, mechanical and/or electrical hazards, and hazardous physical substances and fumes. Employees may interact with members of the public or with staff under emotionally stressful conditions while interpreting and enforcing departmental policies and procedures.

WORKING CONDITIONS

May be required to work various shifts, including early mornings, evenings, weekends and holidays to accommodate projects and/or respond to emergencies.