

CODE ENFORCEMENT SUPERVISOR

NATURE OF WORK

This administrative and supervisory position provides for the supervision, coordination and enforcement of the city's property maintenance and zoning codes, and other related duties as assigned by the Planning Director. This position reports to the Planning Director and has direct supervision of the Code Enforcement (CE) Officers who are primarily engaged in the investigation of complaints and code violations.

This position advises CE Officers on the interpretation of ordinances and code sections and in the solution of related problems; communicates directly with citizens, City Council members, and other administrative staff of the city as needed, coordinates responses to citizen complaints and requests for information. Position requires considerable public contact often under difficult circumstances.

Duties include receiving, recording, and documenting all complaints from residents, the general public, local businesses, city officials, as well as city staff observations of property maintenance and zoning code issues, and assigning the complaint to a code enforcement officer and ensuring a satisfactory resolution.

EXAMPLES OF ESSENTIAL JOB FUNCTIONS

Directly supervise professional and clerical personnel involved in the enforcement of city property maintenance and zoning ordinances, regulations, and conditions provided by the Municipal Planning Commission.

Receive, coordinate, and prioritize complaints and code violations; assigns code enforcement officers to respond to such complaints and violations; reviews the investigation and actions of such officers; ensures that complaints and violations are resolved in a timely manner and properly recorded in the city's database; and ensures satisfactory follow-up with original complainant.

Maintain a very high standard of customer service and a professional and courteous demeanor in the exercise of all job functions and maintains the same standards for all code enforcement personnel under his/her supervision. Promotes and maintains positive community relations through the effective and timely resolution of complaints and code violations. Maintains an effective and efficient record of Code Enforcement activities through the online permit portal *Mentor Gateway* (OpenGov). Establishes constructive working relationships with staff, other city administrators and departments, local business representatives, neighborhood associations, City Council members, and residents.

Serve as a technical resource and assists employees with more difficult cases, suggesting solutions when disputes arise over a degree of code compliance, becomes directly involved in inspections and resolution when necessary, and reviews complaints or violation cases with the Planning Director when necessary. Understands and effectively communicates administrative policy to staff and the public.

Prepare case files in a manner approved by the City Prosecutor for the preparation of code enforcement cases in anticipation of prosecution and works closely with city prosecutors to achieve successful prosecution.

Testify in court as an expert witness.

Monitor case loads, violation trends, and special enforcement programs, and recommends changes to enforcement practices, procedures and attention to identified problems or trends to the Planning Director. Serve as *Mentor Gateway* (OpenGov) Administrator for Code Enforcement Division.

OTHER JOB FUNCTIONS

Oversees the accurate recording of abatement invoices, ensuring all information is correct prior to the assessment being forwarded to the County for tax billing purposes.

Supervises and assists staff members responsible for the timely and accurate inspection of all residential rental properties in the city.

Performs other related duties as assigned.

REQUIREMENTS OF WORK

A four-year college degree with major course work in public or business administration, management, planning, criminal justice, or a related field; or any equivalent combination of training and experience which provides the appropriate skills, knowledge, and abilities to successfully perform the duties of this position.

Three years of administrative, managerial, or supervisory experience in zoning, inspection, planning, law enforcement, or construction; or any equivalent combination of training and experience.

ICC/AACE Property Maintenance & Housing Inspector certification (within 12 months of hire).

Considerable knowledge of general management, supervisory techniques, and office organization principles and practices.

Knowledge of purpose and provisions of city zoning, property maintenance, and nuisance ordinances and ability to apply and enforce.

Knowledge of automated data processing and personal computer systems.

Ability to quickly acquire a comprehensive knowledge of the organization, function, and operating methods of the Mentor Code of Ordinances.

Ability to analyze complex public policy issues and perform code interpretations and issue informed recommendations to management.

Ability to read and interpret maps, subdivision plans and specifications, construction plans, site plans and specifications, and legal descriptions. Ability to effectively exercise a broad range of supervisory functions over code enforcement officers and administrative staff.

Ability to work cooperatively with staff, city employees and departments, citizens, public officials, and the general public.

Ability to effectively communicate verbally and in writing with a broad range of persons, including staff, clients, groups, citizens, elected officials, other supervisors and city administrators.

Ability to establish and maintain effective working relationships with city officials, City Council, employees and the public.

Ability to critically review the work efforts of staff to ensure code compliance and department standards are met in a timely fashion.

Ability to facilitate meetings with staff and others efficiently and effectively, including attending meetings with other public officials or citizens on behalf of the city.

Ability to work safely and exercise good judgment in carrying out all job responsibilities.

Must possess a valid Ohio driver's license and have an acceptable driving record.

PHYSICAL DEMANDS

The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

Work is performed in an office setting as well as regular field activities. While performing the duties of this job, the employee is regularly required to use hands to finger, handle, feel, or operate objects, tools, or controls and reach with hands and arms. The employee is frequently required to stand and talk or hear. The employee is frequently required to walk, sit, climb, balance, stoop, kneel, crouch, crawl, and smell. Hand-eye coordination is necessary to operate computers and various pieces of office equipment.

The employee must occasionally lift and/or move 25 pounds. Specific vision abilities required by this job include close vision, distance vision, color vision, peripheral vision, depth perception, and the ability to adjust focus.

While performing the duties of this job, the employee is regularly exposed to outside weather conditions. The employee occasionally works near moving mechanical parts, in precarious places, and is occasionally exposed to wet and/or humid conditions, extreme cold, extreme heat, and vibration.