

CODE ENFORCEMENT SUPERVISOR

NATURE OF WORK

This administrative and supervisory position primarily provides for the supervision, coordination and enforcement of the city's property maintenance and zoning codes, and other related duties as assigned by the Director of Economic & Community Development. This position reports directly to the Planning Administrator and has direct supervision of the Code Enforcement Officers, who are directly engaged in the investigation of complaints and code violations. The Code Enforcement Supervisor advises subordinates 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; and 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 employees or the result of city staff observations with regard to property maintenance and zoning code issues, assigning the complaint to an enforcement officer and ensuring a satisfactory resolution.

EXAMPLES OF ESSENTIAL JOB FUNCTIONS

- Directly supervises professional, technical and clerical personnel involved in the enforcement of city property maintenance and zoning ordinances and regulations and conditions provided for by the Municipal Planning Commission.
- Receives, coordinates, and prioritizes complaints and code violations, assigns code enforcement officers to respond to such complaints and violations, reviews the investigation and actions of such officers, insures that complaints and violations are resolved in a timely manner and properly recorded in the city's database, and insures satisfactory follow up with original complainant.
- Maintains 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 the incumbent's supervision. Promotes and maintains positive community relations through the effective and timely resolution of complaints and code

violations, maintaining an effective and efficient complaint tracking system, and establishing constructive working relationships with staff, other city administrators and departments, local business representatives, neighborhood associations, City Council members and residents.

- Serves as a technical resource and assists employees with more difficult cases, suggests solutions when disputes arise over a degree of code compliance, becomes directly involved in inspections and resolution when necessary, and presents complaints or violation cases to the Planning Administrator in a comprehensive manner for review when necessary. Understands and can effectively communicate administrative policy to staff and the public.
- Prepares 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.
- Testifies in court as an expert witness
- Monitors 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 Administrator. Performs analysis and reports to serve as a basis for review and action by the Director of Economic & Community Development.

OTHER JOB FUNCTIONS

- Performs related duties as assigned.

REQUIREMENTS OF WORK

- A high school diploma and at least two years of college coursework, preferably in construction inspection, urban planning, law enforcement, or related fields. Prefer graduate from a four-year college or university with major course work in public or business administration, management, planning, law enforcement or a related field.
- Three years of administrative, managerial, or supervisory experience in zoning, inspection, planning, or construction; or any equivalent combination of training and experience which provides the requisite knowledge, abilities and skills relative to code enforcement.
- 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, other 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, and other supervisors and city administrators.
- Ability to establish and maintain effective working relationships with other City officials, City Council, employees, and the public.
- Ability to critically review the work efforts of staff to insure 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 or acquire 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 to enable individuals with disabilities to perform the essential functions may be made.

Work is performed mostly in an office setting, but requires 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.
