



Community Preservation Manager

Class Specification

Revised 9/23

Class ID: 210

Unit: MGMT

Probation: 12 Months

FLSA: Exempt

DEFINITION

Under administrative direction, manages, supervises, assigns, reviews, and participates in the operations and activities of the City's Community Preservation Division within the Community Development Department including implementing City activities related to setting and ensuring compliance with applicable ordinances, codes, and regulations related to zoning, land use, nuisance, housing, building codes, health and safety, blight, graffiti, and other matters of public concern; and performs related duties as assigned.

SUPERVISION RECEIVED AND EXERCISED

Receives direction from the Community Development Director. Exercises direct supervision over the Community Preservation Specialist I/II positions.

DISTINGUISHING CHARACTERISTICS

This class provides professional and general administrative lead direction and supervision for the Community Preservation Division. Methods of performing assigned responsibilities are largely at the discretion of the incumbent within the framework of City policies, rules, and regulations. The incumbent will work collaboratively with businesses and community members to identify current and emerging issues and promote collaborative problem solving to develop and implement programs to address issues.

EXAMPLES OF JOB FUNCTIONS (Illustrative Only)

Plan, direct, coordinate, and review the work plan for code enforcement staff; assign work activities, projects, and programs; review and evaluate work products, methods and procedures; review and edit work of staff, including letters, reports, logs, evaluations, and other written correspondence; meet with staff to identify and resolve problems.

Select, train, motivate, supervise, and evaluate code enforcement personnel; provide or coordinate staff training; work with employees to correct deficiencies; implement discipline and termination procedures.

Prepare and manage the Division budget, including forecasting funds needed for staffing, equipment, materials, and supplies, monitoring, and approving expenditures, and implementing adjustments.

Serve as the City's representative to interpret municipal code violations, determine public nuisances, and issue civil fines when administrative remedies are employed to gain code and permit compliance.

Administer, interpret, and enforce provisions of the municipal code and other regulations; prepare and recommend modifications to the municipal code and other regulations manage the development of goals and objectives for programs; recommend and administer policies and procedures.

Identify opportunities for improving service delivery methods and procedures; recommend, within departmental policy, appropriate services and staffing levels.

Respond to and handle difficult compliance cases regarding municipal code provisions; explain City

regulations to City officials and the public relating to building, zoning, land use, planning, and related issues; respond to and resolve difficult and sensitive citizen inquiries and complaints; meet with representatives of the community to explain functions, policies, and operations and to mediate/resolve conflicts and/or respond to questions.

Conduct field investigations, issue citations, and follow through with assignments until resolution of code violations or closure of the case.

Serve as a liaison for the Community Preservation Division with other divisions, departments, and outside agencies.

Provide responsible staff assistance to the Community Development Director; conduct a variety of organizational studies, investigations, and operational studies; recommend modifications to Community Preservation programs, policies, and procedures as appropriate.

Respond to Council, staff, and the public as appropriate.

Participate in the investigation, preparation of documentation and reports, and presentation of cases in administrative hearings, and court activities related to case prosecution and legal action.

Attend and participate in professional group meetings; stay abreast of relevant issues and changes to codes, ordinances, laws, and regulations.

Assist in developing community engagement programs, implementing programs to address community and neighborhood issues, and assessing and developing programs that address the long-term needs of community.

Develop and manage educational public outreach, proactive neighborhood preservation and progressive enforcement programs.

Ensure Division personnel work in a safe and efficient manner.

Perform related duties as assigned.

QUALIFICATIONS

Knowledge of:

- Operations, services, and activities of a comprehensive municipal code enforcement program.
- Principles and practices of municipal budget preparation and administration.
- Principles of supervision, training, and performance evaluation.
- Pertinent federal, state, and local laws, codes, and regulations including current land use, zoning, municipal, and applicable building codes as they apply to code enforcement.
- Procedures in enforcing codes and regulations including methods and techniques of conducting and documenting field investigations.
- Court documents and procedures including procedures for issuing citation and obtaining various types of inspection warrants.
- Effective customer service and public relations practices.
- Principles and procedures of record keeping.
- Methods and techniques of business correspondence and technical report preparation.
- Current office procedures, methods, and equipment including computers and supporting word processing and spreadsheet applications.

Skill or Ability to:

- Oversee and participate in the management of a comprehensive code enforcement program.
- Respond to requests and inquiries from the general public and resolve code related issues.
- Analyze problems, identify alternative solutions, project consequences of proposed actions and implement recommendations in support of goals.
- Select, supervise, train, and evaluate staff; oversee, direct, and coordinate the work of assigned staff.
- Participate in the development and administration of division goals, objectives, procedures, and budget.
- Read and interpret data, maps, plans, and legal descriptions.
- Maintain work records and compile operating, budget, and program or activity reports.
- Research, analyze, and evaluate new service delivery methods and techniques.
- Interpret and apply federal, state, and local policies, laws, and regulations.
- Prepare clear and concise reports.
- Manage sensitive and confidential issues.
- Prioritize tasks and meet deadlines.
- Operate office equipment including computers and supporting word processing, spreadsheet, and database applications.
- Represent the City in a professional manner in dealing with staff, citizens, news media, and other agencies and groups.
- Communicate effectively both verbally and in writing with a variety of different people and roles.
- Establish and maintain effective working relationships with those contacted in the course of work.
- Respectfully and effectively collaborate with a variety of people of varying backgrounds and roles. Demonstrate tact, professionalism, and diplomacy.

Education and Experience:

Any combination of education and experience that would provide the required knowledge, skills, and abilities is qualifying. A typical way to obtain the required qualifications would be:

Possession of a Bachelor's degree from an accredited college or university with major course work in planning, public administration, business administration, law enforcement or a related field, and five (5) years of increasingly responsible code enforcement, investigative, and/or inspection experience including two (2) years of administrative and supervisory responsibility.

License and Certificate:

- Possession of a valid driver license and a satisfactory driving record throughout employment.
- Possession of at least one of the following certifications: California Code Enforcement Official (CCEO) from the California Association of Code Enforcement Officials (CACEO), American Association of Code Enforcement (AACE) or certification as a Zoning Enforcement Officer, and/or Property Maintenance and Housing Inspector.

PHYSICAL DEMANDS

When assigned to an office environment, must possess mobility to work in a standard office setting and use standard office equipment, including a computer; vision to read printed materials, a computer screen, and to operate a motor vehicle and visit various city sites; and hearing and speech to communicate in person and over the telephone; ability to stand and walk between work areas may be 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. When assigned to field inspection, must possess mobility to work in changing site conditions; possess the strength, stamina, and mobility to perform light to medium physical work; to sit, stand, and walk on level, uneven, or slippery surfaces; to reach, twist, turn, kneel, and bend, to climb and descend ladders; and to operate a motor vehicle and visit various city sites; possible entry into confined spaces and the use of confined entry equipment; vision to inspect site conditions and work in progress; color vision to identify hazards during inspections, The job involves fieldwork requiring frequent walking in operational areas to identify problems or hazards, with exposure to hazardous materials in some site locations. May be required to work nights, weekends, holidays, and on call as necessary and required to complete assigned duties and responsibilities. Employees must possess the ability to lift, carry, push, and pull materials and objects averaging a weight of 25 pounds, or heavier weights, in all cases with the use of proper equipment and/or assistance from other staff.

ENVIRONMENTAL CONDITIONS

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.