

Code Specialist

FLSA Status: Covered
Bargaining Unit: District Council of Trade Unions (DCTU)

General Summary

Positions in this broad class secure compliance with specific City code(s), by performing field inspections, related code compliance investigations, code interpretation and administration, involving a variety of potentially hostile, emotional or hazardous contacts with segments of the public.

Code Specialist, Trainee - 30000182

Distinguishing Characteristics

The trainee level of this class typically assists with and learns the full range of code compliance functions in a learning and developing capacity.

Typical Duties/Examples of Work

1. Assists in and learns to perform field inspections in response to complaints, to identify code violations.
2. Assists in and learns to inspect, observe and monitor potential code violations in the field; assists in and learns to apply appropriate procedures.
3. Assists in and learns to explain code, policies and procedures to the public, in person and by phone.
4. Assists in and learns to take reports; assists in and learns to attempt to secure voluntary compliance with code.
5. Assists in and learns to organize and route work by priority to meet specified deadlines.
6. Assists in and learns to coordinate with other bureaus and outside agencies or contractors to expedite enforcement of code.
7. Assists in and learns to maintain accurate records of inspections made and actions taken, including conversations and extensions granted; assists in and learns to update computer records; assists in and learns to research information in support of enforcement action.

8. Assists in and learns to represents the City at neighborhood meetings and other forums; assists in and learns to testify in court regarding code compliance actions taken.
9. Performs related duties as assigned.

Required Knowledge, Skills and Abilities

Ability to: keyboard and use various software packages; communicate effectively, orally and in writing; understand and interpret codes, rules, regulations, rules and procedures; maintain confidentiality; establish and maintain effective interpersonal relationships with a diversity of others, including angry, upset and confused people

Special Requirements

Valid driver's license

Classification History:

Adopted: 2-03-99:

Class created as a result of DCTU Classification and Compensation Study
1998-99

June 2009 - Change Job Class number from 2200 to 30000182, due to system change.

Code Specialist I - 30000183

Distinguishing Characteristics

The entry level of this class typically makes field inspections in response to public complaints, and explains code, policies and procedures to the public. At this level, the code applied is focused in one area, and solutions are well defined by code, procedure and practice.

Typical Duties/Examples of Work

1. Performs field inspections in response to complaints, to identify code violations.
2. Inspects, observes, identifies and monitors potential code violations in the field; applies appropriate procedures.
3. Explains code, policies and procedures to the public, in person and by phone.
4. Takes reports; attempts to secure voluntary compliance with code.

5. Organizes and routes work by priority to meet specified deadlines.
6. Coordinates with other bureaus and outside agencies or contractors to expedite enforcement of code.
7. Maintains accurate records of inspections made and actions taken, including conversations and extensions granted; updates computer records; researches information in support of enforcement action.
8. Represents the City at neighborhood meetings and other forums; prepares testimony and testifies in court or hearing regarding code compliance actions taken.
9. Performs related duties as assigned.

Required Knowledge, Skills and Abilities

Knowledge of: assigned code, policies, laws, procedures, rules and terminology; personal safety precautions

Ability to: recognize choices and use judgment in the application of prescribed solutions; organize work and set priorities; meet strict deadlines; read maps; explain technical concepts to non-technical audiences; calculate fees, penalties and interest; learn to use or operate technical measuring devices, such as sound level meters, depending upon assignment

Special Requirements

Valid driver's license

Classification History:

Adopted: 2-03-99:

Class created as a result of DCTU Classification and Compensation Study 1998-99. This class is composed of the following classes:

2205 Junior Field Rep Adopted: 07-01-91

June 2009 - Change Job Class number from 2201 to 30000183, due to system change.

Code Specialist II - 30000184

Distinguishing Characteristics

The journey level of this class typically applies considerable autonomy and independent judgment to secure compliance with code(s). It is distinguished from Code Specialist I by the extensive research and application of complex code(s)

requiring considerable interpretation, latitude and variation in compliance solutions, by considerable interaction with a variety of interested parties to develop compliance solutions, and by the autonomy and authority to negotiate settlements.

Typical Duties/Examples of Work

1. Investigates complaints regarding code and administrative rule violations by inspecting premises, gathering evidence, researching sources, and determining violations; meets with a variety of interested parties to explain actions, interpret and communicate codes; assesses applicable codes and develops solutions and recommendations for corrective action in difficult or complex code cases; tracks and manages cases; makes referrals to appropriate departments and agencies.
2. Works with other bureaus, outside agencies, businesses, citizens, affected parties and special interest groups to provide recommendations and assistance and to develop solutions for code violation and related issues.
3. Collects license fees and business income taxes; assists clients and their representatives to understand tax laws and financial calculations; collects delinquent accounts.
4. Reviews and analyzes tax reports for accuracy and follow-ups to ensure compliance with Code; bills customers for calculation errors or penalty and interest payments due; reviews new applications to determine if a business is subject to the Code; provides advanced code interpretation relating to specialized industry groups or other aspects of the Code.
5. Inspects development permits for compliance with assigned codes and approved building plans.
6. Processes applications for street use permits, inspections or services; authorizes issuance of permits; collects study data and prepares work orders.
7. Composes and maintains correspondence and records for proper evaluation and documentation of code enforcement case management; prepares cases for fee assessments and code hearings.
8. Represents the City in adversarial proceedings; represents the bureau at interagency meetings to provide technical and procedural information; negotiates and enters into stipulated agreements as appropriate.
9. Monitors and enforces decisions of hearings and reviews; prepares and serves search warrants; issues traffic citations; posts Stop Work Notices; issues solid waste and illegal dumping infractions.

- 10. Participates in review and revisions to code as applied to code enforcement; may develop, write and recommend administrative rules for specific code(s).
- 11. May serve as lead over Code Specialists I.
- 12. Performs related duties as assigned.

Required Knowledge, Skills and Abilities

Knowledge of: City government and the impact of enforcement actions; applicable laws, code, zoning and administrative rules

Ability to: operate a variety of investigative equipment; apply field discretion to assess violation and develop solutions; remain calm and professional during verbal abuse or threats

Skill in: a variety of software packages; investigation and observation; caseload management; persuasive, clear and concise oral and written communication; conflict resolution and dispute mediation; preparation of cases for adversarial proceedings; mathematical computations; data collection, analysis and evaluation

Special Requirements

Valid driver's license

Classification History:

Adopted: 2-03-99:

Class created as a result of DCTU Classification and Compensation Study 1998-99. This class is composed of the following classes:

2210 Field Rep Adopted: 10-19-76; Revised: 10-21-80, 05-18-82

Revised: Sept, 2004. Class # 2203 – Parking Enforcement Deputy removed from this document and put into a separate class document with new name of Parking Code Enforcement Officer.

June 2009 - Change Job Class number from 2202 to 30000184, due to system change.

Code Specialist III - 30000186

Distinguishing Characteristics

The third level of this class is highly specialized work in code compliance. It differs from the journey level by the degree of responsibility for developing and implementing specialized and complex programs or projects and requiring

technical expertise at job entry due to the complexity, risk and/or visibility of assigned function. This class may provide lead direction and training to Code Specialist staff. This class does work in the field performing code compliance functions.

Typical Duties/Examples of Work

1. Develops and implements special code enforcement projects for work unit, including designing work approaches and appropriate policies and procedures as directed.
2. Oversees the work of contractors; issues work orders as necessary; administers transactions with, and monitors performance of contractors.
3. Serves as liaison with staff, complainants, interested parties, other agencies and the public for crisis or highly sensitive problem resolution.
4. Resolves policy and procedure questions; writes training and informational materials.
5. Researches, interprets, prepares and maintains a variety of information and documents requiring knowledge of specific program requirements and terminology.
6. Provides lead direction to code specialist staff as formally assigned, including scheduling, coordinating, assigning, reviewing, and overseeing the completion of a variety of work; trains other employees; may provide input to performance evaluation.
7. Performs related duties as assigned.

Required Knowledge, Skills and Abilities

Knowledge of: specific program requirements and terminology; database manipulation and program specific software packages

Skill in: working with staff and the public to resolve disputes of issues and/or problems; working independently, including prioritizing work assignments for self; researching and writing policies and procedures.

Special Requirements

Same as journey level

Classification History:

Adopted: 2-03-99:

Class created as a result of DCTU Classification and Compensation Study 1998-99.

June 2009 - Change Job Class number from 2204 to 30000186, due to system change.

Code Specialist, Lead - 30000187

Distinguishing Characteristics

The lead level of this class typically provides lead direction and training to code specialist staff including Code Specialists II. It differs from the journey level by the lead responsibilities for journey. This class does work in the field performing code compliance functions.

Note: This is a premium pay class for assignment of lead duties. Employees do not accrue seniority or obtain status in this class. Employee is assigned from a base class.

Typical Duties/Examples of Work

- 1 Provides lead direction to code compliance staff, including determining work area boundaries, training, and providing input to performance evaluation.
- 2 Serves as liaison with staff, complainants, interested parties, other agencies and the public for crisis or highly-sensitive problem resolution; responds to citizen complaints regarding code compliance actions.
- 3 Resolves policy and procedure questions; writes training and informational materials.
- 4 Applies for, presents case for, and executes search warrants as appropriate.
- 5 Performs related duties as assigned.

Required Knowledge, Skills and Abilities

Knowledge of: effective principles and practices of leadership

Ability to: schedule and assign work to others

Skill in: demonstrating techniques to others; providing training to others; providing lead direction to staff, including assigning and reviewing work; providing technical guidance to others

Special Requirements

Same as journey level

Classification History:

Adopted: 2-03-99:

Class created as a result of DCTU Classification and Compensation Study 1998-99. This class is composed of the following classes:

2211 Field Rep II No classification Specification

June 2009 - Change Job Class number from 2207 to 30000187, due to system change.

Working Conditions

Work in this class is typically performed in a field environment, although some work is performed in an office environment. Incumbent is typically required to negotiate rough terrain; to work outdoors in all weather conditions; to work in and around traffic; to work alone in remote locations; to be exposed to potentially hostile or threatening individuals.