

CITY OF GLENDALE

TITLE:	Code Compliance Supervisor	CLASS CODE:	509
REPORTS TO:	Code Compliance Administrator	GRADE:	26
DEPARTMENT:	Community Services Group	FLSA:	E
JOB SPECIFICATION: July 1, 2005 bwg			

JOB SUMMARY:

Plans, develops, organizes, evaluates and supervises the activities of staff involved in the enforcement of city code and ordinance requirements; and administers related programs to promote citizen participation in neighborhood improvement efforts.

ESSENTIAL FUNCTIONS:

1. Plans, develops, organizes, evaluates and supervises the activities and staff of the Code Compliance division to ensure work is performed in an efficient and effective manner; and division objectives are fulfilled.
2. Establishes and maintains effective working relationships with citizens, citizen groups, neighborhood leaders, elected officials and other city departments.
3. Develops and implements programs to promote citizen participation in property maintenance and neighborhood improvement efforts within targeted neighborhood areas.
4. Administers the neighborhood programs including coordinating and facilitating neighborhood meetings.
5. Works with neighborhood leaders and groups to develop strategies to solve and prevent neighborhood blight and deterioration.
6. Develops and provides on-going training to code staff on interpretation, application and enforcement of city codes and ordinances.
7. Researches, interprets and applies city codes and ordinances, and other rules and regulations.
8. Makes final resolution on disputes involving the level of code or ordinance conformance.
9. Informs management of neighborhood group or special project activities within each council district through comprehensive oral and written progress reports.
10. Attends and makes presentations at council district meetings, organized neighborhood meetings and other public forums.
11. Develops strategies and coordinates activities to deal with property clean up and maintenance projects for elderly and handicapped citizens or other hardship cases.
12. Develops informational, educational and promotional materials as they relate to code compliance.

SECONDARY FUNCTIONS:

13. Performs other related duties as assigned.

KNOWLEDGE, SKILLS, ABILITIES:

Knowledge of:

City codes, ordinances, laws and regulations, investigative techniques, judicial procedures and rules of evidence.

Legal aspects and requirements of code enforcement.

Customer service, negotiation and problem resolution techniques.

The principles and methods of neighborhood improvement and assistance programs.

City services and available resources.

Ability to:

Conduct research; analyze, interpret and report findings and recommendations; prepare clear, concise reports.

Effectively deal with citizens from various socioeconomic levels.

Work independently on special assignments and coordinates the work of others.

Resolve code related issues through negotiation, facilitation and persuasion.

Facilitate and make public presentations in a variety of public forums.

Effectively supervise, train and develop staff.

Establish and maintain effective relationships with citizens, citizen groups, neighborhood leaders, elected officials, city departments and staff.

Communicate effectively both verbally and in writing.

WORKING CONDITIONS:

Office setting and frequent field inspections. Extensive public contact often in complex and difficult situations. Enters potentially unsafe and unsecured structures; may be exposed to other hazardous conditions.

MINIMUM QUALIFICATIONS:

Three years of progressively responsible experience in municipal code or zoning interpretation, application and compliance including a minimum of two years related supervisory experience. Associate's Degree in Public or Business Administration, Management or related field Any equivalent combination of training and experience, which provides the required knowledge, skills, and abilities, is qualifying. A Bachelor's Degree in a related field is preferred.

SPECIAL REQUIREMENTS:

Valid Arizona Driver's license.