

CITY OF RIVERBANK

NEIGHBORHOOD IMPROVEMENT OFFICER I/II

*Class specifications are only intended to present a descriptive summary of the range of duties and responsibilities associated with specified positions. Therefore, specifications **may not include all** duties performed by individuals within a classification. In addition, specifications are intended to outline the **minimum** qualifications necessary for entry into the class and do not necessarily convey the qualifications of incumbents within the position.*

DEFINITION:

Under general supervision, learns to inspect and inspects residential, commercial and industrial properties, and transient businesses to determine compliance with applicable federal, state, and local codes, laws, regulations, and ordinances relating to maintenance of properties and structures and business licensing; initiates enforcement action and issues citations and notices; performs other related duties as required.

DISTINGUISHING CHARACTERISTICS:

Neighborhood Improvement Officer I

The **Neighborhood Improvement Officer I** is the entry-level class in the Neighborhood Improvement Officer series that allows the incumbent to develop journey level knowledge and abilities. Initially, under immediate supervision, incumbents perform the more routine and less complex assignments within an established procedural framework, where there are minimal consequences of error, including a wide variety of code, law, regulation, and ordinance enforcement. This classification is distinguished from the next higher level classification of Neighborhood Improvement Officer II by the performance of work requiring a lesser degree of code interpretation and judgment.

Neighborhood Improvement Officer II

The **Neighborhood Improvement Officer II** is the journey level class in the Neighborhood Improvement Officer series in which incumbents are expected to independently perform the full scope of assigned Neighborhood Improvement duties. Incumbents are responsible for performing the full range of inspection and Neighborhood Improvement responsibilities involving codes and regulations in a broad range of areas, including zoning, building, housing, vehicle abatement, health, and safety. The work requires independence and discretion in working with the public and in conducting field inspections and involves a proactive implementation of applicable codes and regulations. This class is distinguished from the next higher classification of Building Official in that the latter has overall management responsibility for the Building Division.

SUPERVISION RECEIVED/EXERCISED:

Neighborhood Improvement Officer I

Receives immediate supervision from the Building Official. Incumbents in this class do not routinely exercise supervision.

Neighborhood Improvement Officer II

Receives general supervision from the Building Official. May exercise functional and technical supervision over Neighborhood Improvement Officer I and office personnel.

ESSENTIAL FUNCTIONS: *(include but are not limited to the following)*

- Learns to perform and performs the full array of residential, commercial and industrial properties, and transient businesses inspections; enforces codes and ordinances such as property maintenance, graffiti removal, housing, nuisance abatement, property management, zoning, signs, noise, business licenses, abandoned vehicle abatement, and other regulations and ordinances; determines existence and type of code violation; compiles, analyzes, and evaluates findings of investigations and inspections; researches property ownership; coordinates with property owners or their representatives and other regulatory agencies to take corrective action; performs follow-up inspections and investigation as required; ensures compliance with all applicable municipal codes and regulations; issues citations for noncompliance; issues stop work orders and refer them to the proper department if necessary.
- Interprets, applies, and explains applicable municipal codes, zoning ordinances, vehicle codes, state housing, health and safety codes, and other related laws, codes, and regulations to the public, departmental staff, and other agencies; advises property owners on the requirements for compliance; explains processes and procedures for obtaining compliance or appropriate permits, including reinspection on applicable permits and notices until compliance is attained.
- Maintains clear, concise, and comprehensive records and reports related to enforcement activities; maintains daily log of contacts or inspections for code enforcement cases; enters and retrieves information from records systems.
- Photographs violations; gathers evidence and prepares cases for court proceedings; produces photographs and records of violations for evidence; files criminal complaints in court when necessary with supervisor's approval.
- Responds to questions and concerns from the public, departmental staff, and other agencies; provides information as appropriate and resolves service issues and complaints; cooperates with other agencies.
- Assists at the front counter; answers questions regarding code enforcement, planning, building, or public information as necessary.
- Prepares a variety of reports and correspondence, including notices of violations and follow-up letters; attends various meetings and training seminars; responds to emergency situations as required.
- Establishes positive working relationships with representatives of community organizations, state/local agencies, City management and staff, and the public.

PHYSICAL, MENTAL, AND ENVIRONMENTAL WORKING CONDITIONS:

Position requires sitting, standing, walking on level and slippery surfaces, reaching, twisting, turning, kneeling, bending, stooping, squatting, crouching, grasping, and making repetitive hand movement in the performance of daily duties. The position also requires both near and far vision when making inspections, reading written reports, and work related documents. Acute hearing is required when providing phone and personal service. The need to lift, carry, and push tools, equipment, and supplies weighing 25 pounds or more is also required. Additionally, the incumbent in this outdoor position works in all weather conditions, including wet, hot, and cold. Incumbents may frequently deal with irate

members of the public. The nature of the work also requires the incumbent to drive motorized vehicles, work in heavy vehicle traffic conditions, and often work with constant interruptions.

Some of these requirements may be accommodated for otherwise qualified individuals requiring and requesting such accommodations.

QUALIFICATIONS: *(The following are minimal qualifications necessary for entry into the classification.)*

Education and/or Experience:

Any combination of education and experience that has provided the knowledge, skills, and abilities necessary for a **Neighborhood Improvement Officer I/II**. A typical way of obtaining the required qualifications is to possess the equivalent of:

Neighborhood Improvement Officer I

One year of experience in the enforcement of codes in the areas of building, business licensing, and construction, and a high school diploma or equivalent.

Neighborhood Improvement Officer II

In addition to the above, one year of experience equivalent to that of a Neighborhood Improvement Officer I with the City of Riverbank.

License/Certificate:

Neighborhood Improvement Officer I

Possession of, or ability to obtain, a valid Class C California driver's license. Possession of a PC 832 within one year of appointment is highly desirable.

Neighborhood Improvement Officer II

Possession of, or ability to obtain, a valid Class C California driver's license. Possession of a PC 832 within six months of appointment. Possession of, or ability to obtain, an ICC Housing and Property Maintenance or ICC Zoning certification within six months of appointment.

KNOWLEDGE/ABILITIES/SKILLS: *(The following are a representative sample of the KAS's necessary to perform essential duties of the position. The level and scope of the knowledge and abilities listed below vary between the I and II levels.)*

Knowledge of:

Modern principles, practices, and methods used in the enforcement of a variety of codes, laws, regulations, permits, and ordinances, including housing codes, business license codes, fire codes, and health laws; methods and techniques used in enforcement and investigation; law enforcement procedures and administrative techniques; rules of evidence and court procedures; basic principles of mathematics; applicable federal, state, and local laws, codes, ordinances and regulations; methods and techniques of scheduling work assignments; standard office procedures, practices, and equipment; modern office equipment, including a computer and applicable software; methods and techniques for record keeping and report preparation and writing; proper English, spelling, and grammar; occupational hazards and standard safety practices.

Ability to:

Inspect and analyze a variety of buildings and properties and identify code violations; appropriately apply codes and regulations to varying situations; effectively deal with angry and noncooperative people; keep up with constantly changing laws, codes, ordinances, and regulations; learn more complex principles, practices, techniques, and regulations pertaining to assigned duties; facilitate appropriate corrective action from property owners regarding violations; perform mathematical calculations quickly and accurately; implement, explain, and apply applicable laws, codes, and regulations; read, interpret, and record data accurately; organize, prioritize, and follow-up on work assignments; work independently and as part of a team; make sound decisions within established guidelines; analyze a complex issue and develop and implement an appropriate response; follow written and oral directions; observe safety principles and work in a safe manner; communicate clearly and concisely, both orally and in writing; establish and maintain effective working relationships.

Skill to:

Operate an office computer and a variety of word processing and software applications.