



City of Pacific Grove  
Established Date: 12/18/2013  
Revised 6/1/16

## CODE COMPLIANCE OFFICER

**SUMMARY:** Under general supervision, enforces the City Municipal Code and statutes for the Community Development Department (CDD); conducts inspections and investigations on complaints, notifies and cites offenders, maintains hard and soft case files, compiles evidence for hearings, and resolves complaints.

**ESSENTIAL FUNCTIONS:** -- *As defined under the Americans with Disabilities Act, essential functions may include any of the following representative duties, knowledge, and skills. This is not a comprehensive listing of all functions and duties performed by incumbents of this class; employees may be assigned duties which are not listed below; reasonable accommodations will be made as required. The job description does not constitute an employment agreement and is subject to change at any time by the employer. Essential duties and responsibilities may include, but are not limited to, the following:*

- Interprets, explains and enforces City codes, regulations, and code enforcement rules to property owners and residents; performs duties within scope of authority, and according to City policies.
- Responds to complaints from residents; investigates citizen complaints of violations in the City; compares facts to code requirements; contacts individuals to discuss violations and procedures for resolving compliance issues; interviews complainants, witnesses, and violators; develops case files with clear and specific details of complaint investigation actions and communications.
- Schedules and performs field site inspections in the City to identify violations of land use, housing, zoning, building, nuisance, and other municipal codes and statutes.
- Monitors bank owned and other vacant properties to check for code violations ; monitors properties for property maintenance concerns to enforce the City's building and safety codes, and verify proper permits.
- Performs field inspections and investigations; documents and photographs details of site inspections, and categorizes violations according to class; issues notices, citations, and work orders, and updates case file.
- Communicates with other City departments as needed; assists the public in the preparation of permit applications, and provides technical information on City ordinances.
- Maintains and updates inspection records and case files; tracks and schedules inspection and investigation activities; compiles data and prepares summary reports; prepares and presents case work at administrative hearings; coordinates a volunteer City Council – appointed Administrative Hearing Officer Panel.
- Conducts outreach programs and public meetings to promote property maintenance and code compliance programs.
- Assists the public with inquiries, problems, and questions on municipal code, zoning, and land use issues.
- Supports the relationship between the City of Pacific Grove and the general public by demonstrating courteous and cooperative behavior when interacting with citizens, visitors, and City staff; maintains confidentiality of work-related issues and City information; performs other duties as required or assigned.

### MINIMUM QUALIFICATIONS:

#### Education, Training and Experience Guidelines:

High School Diploma or GED equivalent; Associate or Bachelor's degree preferred with concentration in Social Science, Political Science, Public or Business Administration; AND two years construction, code enforcement, community services, legal services or any other public agency customer service experience; OR an equivalent combination of education, training, and experience.

**Knowledge of:**

- City policies and procedures.
- Federal, state and City health, safety, and land use codes and ordinances.
- Code compliance investigation practices, procedures, methods, and techniques.
- Methods and techniques for evidence gathering, documentation, and preservation.
- Principles of record keeping, records management, and file maintenance.
- Geography, roads, and landmarks of City and surrounding areas.
- Public relations and customer service methods and techniques

**Skill in:**

- Interpreting and applying statutes, rules, ordinances, codes and regulations.
- Conducting investigations, maintaining accurate records, and preparing reports.
- Dealing tactfully and courteously with the public, and handling stressful situations and angry people.
- Obtaining information from people who may be reluctant to cooperate.
- Following and enforcing safety standards.
- Preparing technical reports and recommendations
- Reviewing, updating and maintaining files, reports and case file documentation.
- Operating a personal computer utilizing a variety of standard and specialized software.
- Establishing and maintaining effective relationships with co-workers
- Communicating effectively verbally and in writing.

**LICENSE AND CERTIFICATION REQUIREMENTS:**

A valid California State Driver's License is required.

**PHYSICAL DEMANDS AND WORKING ENVIRONMENT:**

Work is performed in a standard office environment and in the field and may be exposed to safety hazards.