



Code Enforcement Specialist

Category: Classified
Pay Grade: C17
Job Code: 10180

To perform this job successfully, an individual must be able to perform the essential job functions satisfactorily. Reasonable accommodations may be made to enable individuals with disabilities to perform the primary job functions herein described. Since every duty associated with this position may not be described herein, employees may be required to perform duties not specifically spelled out in the job description, but which may be reasonably considered to be incidental in the performing of their duties just as though they were actually written out in this job description.

JOB SUMMARY

Performs technical and administrative work analyzing communications between the public, other agencies, and Code Enforcement Officers responsible for applying policies and procedures in implementing rules that define code violations, jurisdiction of violations, and related research of land or parcel history; serves as a resource to Code Enforcement Officers, as well as assists staff on more difficult field tasks and assignments; maintains continuous public contact, interprets and explains code regulations, assists citizens, and monitors and responds to radio transmissions from field officers.

ESSENTIAL JOB FUNCTIONS (examples, not all inclusive)

- Performs full range and various phases associated with both routine and non-routine technical code violation reviews and internal office coordination ensuring that effective and timely action is taken to be responsive and helpful to citizen requests providing both assistance and education to the public on ordinance compliance requirements;
- Researches requests for code violations and determines officer availability to respond to a complaint;
- Performs data processing related duties including using available statistical packages or programs, encoding data, data entry and retrieval, and programming/re-programming;
- Reviews complaints regarding possible violations of the natural and urban code enforcement;
- Analyzes and qualifies incoming complaints from all sources and enters complaints into computer application or refers the complaint to the appropriate agency;
- Responds to all walk-in transactions;
- Prepares hard copy of complaint and all attachments for use in the field by Code Enforcement Officer;
- Monitors and responds to radio traffic from Code Enforcement Officer's arrival and departure times from each location;
- Researches and responds to all database queries from citizens or other agencies;
- Maintains accounts receivable and payable;
- Performs other related job duties as assigned.

QUALIFICATIONS

Education and Experience:

Two (2) years of experience in heavy customer service public contact work; or two (2) years of college or vocational training with coursework in business, public administration, management, engineering, planning, or a related field; or an equivalent combination of education, training, and/or experience.

Special Qualifications (May be required depending on area of assignment):

- Florida Driver's License or Florida Commercial Driver's License and endorsement, if any.
- Assignment to work a variety of work schedules including compulsory work periods in special, emergency, and/or disaster situations.

- Certification in the appropriate areas of assignment from the Florida Association of Code Enforcement.
- Incumbent to maintain and apply a State of Florida Notary Public authorization and to perform assigned tasks.
- Other knowledge, skills, abilities, and credentials required for a specific position.

Knowledge, Skills and Abilities:

- Knowledge of related codes, ordinances, and procedures;
- Knowledge of Business English, arithmetic, and spelling.
- Ability to acquire knowledge of related codes, ordinances, and procedures;
- Ability to read and interpret maps, aerial photos, surveys, height details, sign details, legal documents, legal descriptions, and diagrams;
- Ability to apply computer applications and software;
- Ability to identify deviations from code and department policy requirements;
- Ability to maintain clear and accurate records and to make difficult arithmetical computations accurately;
- Ability to express ideas clearly and concisely, orally and in writing;
- Ability to meet and work with the general public and to explain regulations clearly.

PHYSICAL/MENTAL DEMANDS

The work is sedentary work which requires exerting up to 10 pounds of force occasionally and/or negligible amount of force frequently or constantly to lift, carry, push, pull, or otherwise move objects, including the human body. Additionally, the following physical abilities are required:

- **Balancing:** Maintaining body equilibrium to prevent falling while walking, standing or crouching on narrow, slippery, or erratically moving surfaces. The amount of balancing exceeds that needed for ordinary locomotion and maintenance of body equilibrium.
- **Fingering:** Picking, pinching, typing, or otherwise working, primarily with fingers rather than with the whole hand as in handling.
- **Grasping:** Applying pressure to an object with the fingers and palm.
- **Handling:** Picking, holding, or otherwise working, primarily with the whole hand.
- **Lifting:** Raising objects from a lower to a higher position or moving objects horizontally from position-to-position. Occurs to a considerable degree and requires substantial use of upper extremities and back muscles.
- **Reaching:** Extending hand(s) and arm(s) in any direction.
- **Visual ability:** sufficient to effectively operate office equipment including copier, computer, etc.; and to read and write reports, correspondence, instructions, etc.
- **Hearing ability:** sufficient to hold a conversation with other individuals both in person and over a telephone; and to hear recordings on transcription device.
- **Speaking ability:** sufficient to communicate effectively with other individuals in person and over a telephone.
- **Mental Acuity:** Ability to make rational decisions through sound logic and deductive processes.
- **Talking:** Expressing or exchanging ideas by means of the spoken word including those activities in which they must convey detailed or important spoken instructions to other workers accurately, loudly, or quickly.
- **Repetitive Motion:** Substantial movements (motions) of the wrist, hands, and/or fingers.
- **Standing:** Particularly for sustained periods of time.
- **Walking:** Moving about on foot to accomplish tasks, particularly for long distances or moving from one work site to another.

WORKING CONDITIONS

Work is performed in a dynamic environment that requires sensitivity to change and responsiveness to changing goals, priorities, and needs.