

# CODE ENFORCEMENT DIVISION MANAGER

Job Code	Pay Grade
10274	SM4a

## Nature of Work

This is advanced administrative and professional work in the management of code investigation and enforcement, with a high level of emphasis given to informing and educating as a means of achieving compliance. The Code Enforcement Division Manager is a key member of the Development Review Services Department (DRS), with operational oversight of the Code Enforcement Division. Work involves planning, organizing, assigning and supervising a staff engaged in a variety of specialized activities related to urban land development codes, minimum housing codes, nuisance abatement, and the protection of Pinellas County's quality of life. Employees in this class work at a high performance level with minimum supervision, and exercise a high degree of independent judgment in attempts to work out reasonable solutions to problems in the best interest of all concerned, and assist customers in obtaining resources or information to achieve code compliance. Successful demonstration of cultural competence, ethics, quality work product and productivity are essential. Work includes supervising professional employees engaged in violation investigations and enforcement of national, state and local laws, ordinances, codes and regulations. Primary emphasis is upon promoting understanding of the applicable codes and the administration of all technical aspects of codes enforcement. Work is performed with a high degree of independent judgment and latitude in the use of technical discretion and judgment. The position reports to the Director or designee.

## Minimum Qualification Requirements

- 8 years professional experience in leadership development, program/project management, land use planning, Code Enforcement operations/activities that include 2 years of supervisor and manager experience; or
- Associate's degree with major coursework in Public or Business Administration, Geography, City and Regional Planning, Criminal Justice, Political Science, or a related field and 6 years experience as described above; or
- Bachelor's degree and 4 years experience as described above; or
- An equivalent combination of education, training, and/or experience.

## Appointing Authority May Also Require

- 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 (FACE) and/or Code Enforcement Professional (CEP).
- Other highly desirable knowledge, skills, abilities, and credentials relevant to a position.

## Illustrative Tasks (These are examples and are not all inclusive.)

- Supervises, plans, reviews and oversees the work of a staff of subordinate Code Enforcement Officers and gives assistance and advice on difficult and unusual problems.
- Responds to complaints of violations of county codes and ordinances and reviews subsequent inspections on complaints, including monitoring the County's "report an issue" portal (powered by See ClickFix). Responsible for assuring that all codes are enforced and for the interpretation of the ordinances.
- Develops program budgets, standard operating procedures, and tracks inventory and property control.
- Establishes procedures to resolve citizen and customer inquiries and concerns, and monitors follow-up response by staff.
- Responsible for the administration of the County's Foreclosure Registry and associated vendor contract.
- Responsible for the fine citation process, the implementation of fines to final disposition and for assuring that all procedures are done correctly.

# CODE ENFORCEMENT DIVISION MANAGER (continued)

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## Illustrative Tasks (continued)

- Responsible for the timely completion of Public Information Requests.
- Provides technical advice to the other divisions regarding citations, ordinances, procedures and interpretations.
- Consults with property owners, general public, governmental and municipal bodies on interpretation and application of codes and ordinances.
- Conducts staff conferences to discuss policies and procedures, including instruction on all updated information.
- Liaisons with other county departments and state and federal agencies on mutual problems; may appear as an expert witness in court cases.
- Responsible for case management through the Local Ordinance Violation Court and/or Special Magistrate.
- Monitors investigations and resolves various issues and complaints.
- Directs, conducts and coordinates specialized studies, and prepares reports and correspondence.
- Prepares and submits reports and is responsible for inventory control and budgetary projections of the division.
- Recommends the hiring, promoting and disciplining of division personnel, and responsible for performance evaluations.
- Performs related work as assigned or required.

## Knowledge, Skills, and Abilities

- Knowledge of principles and procedures of sound public land management programs, and Pinellas County Codes and Ordinances.
- Knowledge of the methods and techniques relevant to application of federal, state and local laws, ordinances, and policies.
- Knowledge of principles and practices of professional management, personnel administration, program development, and goal setting, to direct an effective code enforcement program.
- Knowledge of aerial photography, geographic information systems, site plans, surveys, and other related documents.
- Skill to act independently to achieve and execute the goals of the codes and enforcement.
- Skill in public speaking and ability to make effective presentations to a variety of audiences.
- Ability to apply computer applications and software.
- Ability to effectively communicate orally and in writing and to prepare comprehensive technical reports.
- Ability to evaluate and implement process improvements.
- Ability to enforce ordinances firmly, tactfully, and impartially.
- Ability to supervise records management.
- Ability to establish and maintain effective working relationships with fellow employees, county, municipal, and state agencies, and the general public.
- Ability to plan, assign, supervise, and review the work of a staff engaged in codes and inspection in a manner conducive to full performance and high morale.
- Ability to operate a personal computer and other automated systems to enter and retrieve information, monitor work performed, and to communicate information in reports, etc.

For official use only

Revised	EEOC Code	Overtime Code
5/17	Officials & Managers	Exempt