



CITY OF AIRWAY HEIGHTS

JOB DESCRIPTION

Salary Range: \$4,379-\$5,229; \$52,548-\$62,748 annually

TITLE: Community Engagement & Enforcement Officer
DEPARTMENT: Development Services
REPORTS TO: Development Services Director
SUPERVISES: N/A

NATURE OF WORK

The City of Airway Heights is refining its code enforcement process from report driven enforcement to a proactive community engagement model, and is creating a position to assist the Development Services Department in developing this program and act as the lead for the City's Community Engagement & Enforcement Program. The focus is to build relationships with community members, educate the public regarding the importance of code enforcement, and solicit assistance from the community to address issues. The preferred candidate must have strong conflict resolution, organizational, and community engagement skills, as well as code enforcement experience. The preferred candidate will have the ability to take a compassionate, solution oriented approach when initiating enforcement actions, see situations from a variety of viewpoints while developing a positive rapport with community members. From these interactions, the goal is to develop volunteer teams of community members to implement community improvement programs, and facilitate the growth and expansion of the community engagement and enforcement program.

SUPERVISION RECEIVED:

Works under the general guidance and direction of the Development Services Director. However, the preferred candidate must be a self-initiator and able to perform duties with limited supervision.

SUPERVISION EXERCISED

Supervises and coordinates the City's volunteer community improvement team program.

EXAMPLES OF WORK

- Performs a variety of routine and complex work in the interpretation and enforcement of adopted codes, related rules, and regulations.

- Develops and facilitates a variety of community engagement activities and events, both during and after regular work hours.
- Acts as a community ambassador, cultivating, and sustaining, relationships between community members and the City government.
- Establish, recruit for, and supervise, a citywide volunteer community improvement team program.
- Periodically patrols or inspects a variety of areas within the City to monitor for violations of local codes.
- Responds to complaints of potential code violations relating to signage, illegal occupancy, nuisances, hazardous sidewalks or other conditions, housing conditions, work without permits, land use, zoning, animals, noise, dumping, clearing, grading, filling, polluting, or other code related matters.
- Conducts field investigations of potential violations; gathers evidence; interviews complainants, witnesses and suspects; compares facts to code requirements; makes findings; and issues warnings, correction notices, or citations.
- Meets with owners, tenants, contractors, developers, businesses, etc. to review and explain code requirements, violations or potential violations; secures code compliance.
- Provides information to persons who request information or assistance in code enforcement related matters.
- Coordinates efforts with the police, planning, building and related departments, the prosecuting attorney, and other staff or agencies, as needed.

PERIPHERAL DUTIES

- Drafts and distributes a variety of correspondence, memoranda, notices, flyers, brochures, media releases, and reports relating to code enforcement issues and actions.
- Assists in obtaining, preparing or presenting exhibits or other evidence in court as required.
- Maintains a variety of logs and documentation related to inspection and enforcement activities; prepares recommendations for amendments and additions to codes or regulations which relate to the position.
- Works with police and prosecutors to obtain written or tape- recorded statements, depositions, warrants, or admissions, as needed.
- Reviews cases being prepared for trial with emphasis on the evidentiary and legal issues crucial to successful prosecution. Prepares detailed reports of activities and investigations made; consults with prosecutors and prepares case report for court action; testifies in court.
- Serves as a member of various employee committees.

WORK ENVIRONMENT

The employee occasionally works in outside weather conditions. There will be circumstances requiring the employee to work outside of regular business hours. The

employee occasionally works, in high, precarious places and is occasionally exposed to wet and/or humid conditions, fumes or airborne particles, toxic or caustic chemicals, risk of electrical shock, and vibration. The noise level in the work environment is usually moderate. Appropriate PPE shall be provided by the City, as necessary to perform these duties.

QUALIFICATIONS

Knowledge Of:

- Knowledge of code enforcement principles, legal practices and methods as applicable to a municipal setting; working knowledge of applicable laws, standards and regulations relating to various land use, nuisance and public safety codes, and inspection techniques; and
- Knowledge of community engagement best practices and programs; and
- Experienced in conflict resolution/de-escalation techniques and practices; and

Ability To:

- Skill in operating the listed tools and equipment; and
- Ability to prepare, organize and maintain field data and reports analyze complex situations, use sound judgment in making decisions; and to testify in court in an objective, concise, and professional manner; ability to produce or obtain reports, graphs, charts, photographs or the evidence or exhibits; ability to communicate effectively orally and in writing; ability to establish and maintain effective working relationships with citizens, employees, supervisors and the general public; ability to follow verbal and written instructions; and handle stressful situations and effectively deal with difficult or angry people.
- A key value of the City is building positive relationships with its residents, businesses, and other community members. This position requires considerable knowledge, ability and skill in the principles and practices of excellent community engagement as practiced in both the private and public sectors. . A willingness to expend extra effort to help the public find answers or information relative to their inquiry or complaint is expected.

EXPERIENCE AND TRAINING

Experience:

- Two years of experience related to developing community engagement programs; and
- Two years of experience in inspection, law enforcement, building inspection, land use, public administration or a related field.

Education:

- Graduation from high school or GED equivalent, supplemented by two years postsecondary training or an Associate’s degree in urban planning, law enforcement, public administration or a related field; and
- An equivalent combination of education and experience which provides the necessary qualifications to successfully perform the essential duties of the position may be considered.

Licenses/Certifications:

- Valid Washington State Motor Vehicle Operator’s License and a driving record free from serious or frequent traffic violations.
- First Aid/CPR card upon hire.

PHYSICAL DEMANDS:

- Sufficient clarity of speech and hearing or other communication capabilities, with or without reasonable accommodation, which permits the employee to discern verbal instructions and communicate effectively with others in person and by telephone;
- Sufficient visual acuity, with or without reasonable accommodations, which permits the employee to comprehend written work instructions, technical documents, review plans and diagrams, and move through unfamiliar buildings, traverse across steep and/or rough terrain;
- Sufficient manual dexterity, with or without reasonable accommodation, which permits the employee to operate standard office equipment, including a personal computer and calculator;
- Sufficient body mobility, flexibility, and agility to work in an office environment that requires sitting for extended periods of time as well as perform field inspections at building sites in adverse weather conditions.

ORIGINATION DATE: March, 2018
EEO CATEGORY: Professional
STATUS: Non-Exempt

The statements contained herein reflect general details as necessary to describe the principal functions of this position. The level of knowledge and skills typically required and the scope of responsibilities should not be considered an all-inclusive listing of the work requirements. Individuals may perform other duties as assigned including work in other areas to cover absences or relief, to equalize peak work periods, emergency situations or otherwise balance workload in compliance with all existing labor agreements. This job description does not constitute an employment agreement between the City and the employee and is subject to change as the needs of the City and requirements of the job change.

Date: _____

Manager: _____

Employee: _____

Effective Date: March 18, 2018