



CODE ENFORCEMENT OFFICER

JOB STATUS: PART TIME, NON-EXEMPT

DATE MODIFIED:

GRADE

Class specifications are intended to present a descriptive list of the range of duties performed by employees in this class. Specifications are not intended to reflect all duties performed within the job.

DEFINITION

The Code Enforcement Officer performs professional work involving initiative-taking and reactive enforcement of Town code and ordinances throughout the Town of Jonesborough. The Officer is responsible for comprehensive coordination and administration of the code enforcement process, ensuring the safety, health, and general welfare of the community. The Code Enforcement Officer is sworn in under the Town of Jonesborough Reserve Officer Program and performs only code enforcement duties.

SUPERVISION RECEIVED AND EXERCISED

Direct supervision is received from the Operations Manager. This position will work closely with the Building Inspector, Police Department, and Town leadership.

ESSENTIAL AND MARGINAL FUNCTION STATEMENTS

Essential and other important responsibilities and duties may include, but are not limited to, the following:

Essential Function:

- Initiate and perform initiative-taking field investigations for non-compliance with Town ordinances and state law.
- Respond to, researches, and investigates code-related complaints.
- Provide customer service verbally and in writing to violators; explain actions required to comply with ordinances and provide remedial action alternatives.
- Prepare and issue notices of violations and citations.
- Document, records and maintain case files and activities.
- Case preparation and issue of notice of hearing for violations to be heard by the Municipal Court Judge, including gathering evidence and testimony.
- Attend hearings related to code enforcement, present testimony and evidence pertaining to violations.
- Deals effectively, courteously, and productively with angry and upset customers.

- Function as a liaison with Town of Jonesborough Board of Dwelling Standards.

Marginal Functions:

1. Performs related duties and responsibility as needed.
2. Engage in public relations and community education to promote a positive image for code enforcement; build cooperative and collaborative relationships with the community.

KNOWLEDGE AND ABILITIES**Knowledge of:**

- Basic principles and practices used in the enforcement of a variety of laws, ordinances, and codes.
- Principles and methods of investigation.
- Basic terminology used in zoning, housing, fire codes, landlord/tenant law, and inspection warrants.
- Regulations and requirements for record keeping, report writing and court evidence documentation.
- Windows based applications include word processing.
- Proper English usage, spelling, grammar, and punctuation.

Ability to:

- Research, interpret, explain, and apply applicable codes, ordinances, and regulations related to zoning, nuisance abatement and health and safety issues.
- Inspect, identify violations, and enforce applicable codes, ordinances, laws and regulations with impartiality and efficiency.
- Communicate effectively, both orally and in writing.
- Manage complaints in a courteous and effective manner.
- Ability to establish and maintain effective work relationships with management, city officials, supervisors, employees in various departments and the public with the goal of fostering positive relationships.
- Work independently.
- Work cooperatively with other departments, outside agencies and the public.
- Exercise sound independent judgement and discretion within established guidelines.
- Organize and set priorities; tactfully and effectively enforce applicable laws and regulations, including resolving conflicts and problems.

REQUIRED QUALIFICATIONS:

- A valid Tennessee Driver's License
- A high school diploma or GED
- Preference given to individuals with code enforcement experience.

PHYSICAL DEMANDS AND WORKING ENVIRONMENT:

The physical demands and working environment demand described here are representative of those that must be met by an employee to successfully perform the essential functions of this position. Reasonable accommodation may be made to enable individuals with disabilities to perform the essential job functions.

Environment:

Work is performed both indoors and outdoors in a variety of weather conditions, including heat, cold, rain, and humidity. The position requires frequent travel throughout the community, exposure to construction sites, vacant structures, uneven terrain, dust, noise, and other typical field conditions. The employee may encounter confrontational situations and must be able to work safely and effectively in changing environments.

Physical:

While performing the duties of this job, the employee is frequently required to sit and talk or hear. The employee is occasionally required to stand, walk, use hands to handle or operate objects, reach with hands and arms, climb or balance, stoop, kneel, crouch or crawl and taste or smell. Must be able to lift, carry, and push items weighing up to 25 lbs.

Mental:

A strong sound mind and high level of mental capacity is required to interpret and apply codes and regulations, exercise sound judgment, maintain attention to detail, analyze information, resolve problems, manage multiple priorities, communicate effectively with the public, handle stressful or confrontational situations professionally, and maintain accurate records and reports.

Vision:

Close vision, distance vision, color vision, peripheral vision, depth perception, and the ability to adjust focus with or without correction is required.

Hearing:

Must have sufficient hearing ability, with or without reasonable accommodation, to communicate effectively in person and by telephone, receive and understand verbal instructions and information, and respond appropriately to questions, complaints, and emergency situations.