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## **NEIGHBORHOOD AND BUSINESS SERVICES DIVISION MANAGER**

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### **DEFINITION**

Under general direction, plan, organize, develop and implement neighborhood preservation programs, business license and special permit issuance and the City's housing rehabilitation program; conducts more sensitive and complex code enforcement violations.

### **SUPERVISION EXERCISED**

Supervises subordinate personnel.

### **EXAMPLES OF DUTIES**

*Duties may include but are not limited to:*

Answer inquiries from the public, both in person and over the phone, providing code enforcement information and explaining procedures.

Supervisors and participates in receipt and investigation of complaints regarding zoning, sign, land use and public nuisance code violations, including occupancy.

Supervise and participate in preparation and maintenance of case files by establishing legal owner of property, verifying parcel address and related required information.

Supervise and participate in the conduct of site visits; take photographs; confer with City staff, legal counsel, Vector Control, Humane Society and County Health staff regarding violations.

Supervise and participate in the preparation of initial abatement and follow-up correspondence; issue citations and notices of violation.

Supervise and participate in the determination and documentation methods to achieve code compliance consistent with laws, codes, ordinances and regulations.

Supervise and participate in the preparation of case files for legal action; appear and testify at administrative hearings and/or in court.

Prepare reports and make presentations to the Department Director, City Manager, City Council, Planning Commission and other committees.

Supervise and participate in the issuance of business licenses and special permits.

Supervise and participate in the administration of the housing rehabilitation program.

Assist in budget development and monitoring.

Train, supervise, schedule, evaluate, motivate and discipline subordinate personnel.

Complete special projects as assigned.

Perform related duties as assigned.

### **KNOWLEDGE, ABILITIES AND SKILLS**

Knowledge of:

Standard office procedures, methods and computer equipment.

Techniques used in dealing with the public and customer service.

Techniques used in training, supervising, scheduling, evaluation, motivating and disciplining subordinate personnel.

Techniques used in budget development and monitoring.

Applicable local, state and federal laws and codes related to planning, zoning and land use.

Rules of evidence and court etiquette.

Photographic equipment.

Ability and Skill to:

Operate office equipment including computers, copying machines and phone systems

Accurately typed and enter data.

Respond to question from the public and staff.

Conduct inspections of buildings and facilities; identify violations of codes and regulations.



Train, supervise, schedule and evaluate subordinate personnel.

Plan and organize work to meet schedules and timelines.

Communicate clearly both orally and in writing.

Perform duties of an emergency worker in the event of a natural or other disaster.

### **QUALIFICATIONS**

*Any combination of education and experience that would provide the required knowledge, abilities and skills is qualifying. A typical way to obtain the qualifications would be:*

BA/BS degree in social science, planning, public administration or related field and four (4) years increasingly responsible experience in municipal code enforcement, including one (1) year supervisory experience. Bi-lingual skills desirable.

### **LICENSE OR CERTIFICATE**

Must possess appropriate CA DL and a satisfactory driving record; American Red Cross certifications in C.P.R./ First Aid and Automated External Defibrillator (AED) Essentials.

### **ESSENTIAL JOB FUNCTIONS/A.D.A.**

Ability to operate, telephone, portable radio and light and equipment used in maintenance operations

Ability to understand and respond to the public's and staff's requests for assistance both on the phone and in person

Ability to sit, stand and walk for two hours at a time

Ability to lift up to 25 pounds

Ability to get from one location to another in the course of doing business

Ability to work outdoors in all weather conditions including hot with sun exposure, cold and wet

