



July 2023
FLSA: Non-Exempt

NEIGHBORHOOD PRESERVATION OFFICER I/II

DEFINITION

Under general supervision, performs a variety of routine to complex technical and public contact duties related to the City's code compliance program, including the identification, investigation, and correction of violations of the City's municipal, zoning, housing, development, and signage codes; investigates citizen complaints of public nuisances and quality of life issues and seeks voluntary compliance or issues citations and initiates abatement procedures; and performs related duties, as assigned.

SUPERVISION RECEIVED AND EXERCISED

Receives general supervision from the Chief Building Official. Exercises no supervision of staff.

DISTINGUISHING CHARACTERISTICS

This is a non-sworn entry level classification series in that the duties do not require the physical arrest of persons or the use of a firearm.

Neighborhood Preservation Officer I: This is the entry-level classification in the Neighborhood Preservation Officer series. Initially under close supervision, incumbents with basic experience learn City systems, operations, practices, and procedures. As experience is gained, assignments become more varied and are performed with greater independence. Assignments may vary with the skill and training of the incumbent. Positions at this level usually perform most of the duties required of the positions at the II-level but are not expected to function at the same skill level and usually exercise less independent discretion and judgment in matters related to work procedures and methods.

Neighborhood Preservation Officer II: This is the journey-level classification in the Neighborhood Preservation Officer series. Positions at this level are distinguished from the I-level by the performance of the full range of duties as assigned, working independently, and exercising judgment and initiative. Positions at this level receive only occasional instruction or assistance as new or unusual situations arise and are fully aware of the operating procedures and policies of the work unit. Work is normally reviewed upon completion and for overall results.

Positions in the Neighborhood Preservation Officer class series are flexibly staffed and positions at the II-level are normally filled by advancement from the I-level after gaining the knowledge, skill, and experience which meet the qualifications for and after demonstrating the ability to perform the work of the higher-level class.

The Environmental Compliance Inspector classification series is distinguished from the Neighborhood Preservation Officer classifications in terms of range of responsibilities, and the types of codes being enforced.

EXAMPLES OF TYPICAL JOB FUNCTIONS (Illustrative Only)

Management reserves the right to add, modify, change, or rescind the work assignments of different positions and to make reasonable accommodations so that qualified employees can perform the essential functions of the job.

- Receives, records, and investigates complaints from the public and staff regarding violations of building, and zoning codes, ordinances, housing standards, and health and safety regulations; documents violations by securing photographs and other pertinent data; researches ownership records, prior complaints, municipal codes and ordinances, and State regulations to establish whether a violation has occurred.
- Initiates contacts with residents, business representatives, and other parties to explain the nature of incurred violations and to encourage compliance with City codes, ordinances, and community standards; initiates abatement of dangerous properties and vector control issues of vacant properties; provides confirmation regarding code regulations to the public by telephone and in person.
- Makes drive-by or on-site inspections of residential, industrial, and/or commercial areas; notes possible violations at other property sites during the course of field investigations.
- Prepares and issues notices of violation or noncompliance, final notices, and misdemeanor and parking citations and other correspondence according to applicable codes and regulations; issues letters to property owners notifying them of violation; as appropriate, affixes a notice of violation on property to abate fire and public safety hazards and nuisances.
- Meets with City planning, building, engineering, police, and public works staff and legal counsel regarding complaints; coordinates activities with other code compliance personnel and departments.
- Coordinates and conducts follow-up abatement procedures including the preparation of additional correspondence, site visits, and communication with property owners and attorneys; conducts follow-up investigations to ensure compliance with applicable codes and ordinances; prepares non-compliance cases for legal action; presents testimony at hearings.
- Provides information to violators, the general public, business community, and other government agencies regarding codes, laws, and ordinances; responds to questions, complaints, and inquiries.
- Drafts and recommends revisions to City code enforcement policies, procedures, and standards.
- Participates in recommending, developing, and administering policies, procedures, and projects to ensure efficient and effective code enforcement activities in compliance with City guidelines, standards, goals, and objectives.
- Performs a variety of public relations and outreach work related to assigned activities.
- Maintains files, databases, and records related to citations and violations; prepares a variety of written reports, memoranda, and correspondence.
- Performs other related duties as assigned.

JOB-RELATED QUALIFICATIONS

Some knowledge, skills, and abilities may be performed by positions at the entry (I) level in a learning capacity:

Knowledge of:

- Principles, practices, methods, and techniques of code violation investigation and compliance.
- Methods and procedures used in code compliance including citation issuance procedures, methods used to obtain various types of inspection warrants, and principles used to prepare legal documents.
- Practices for documenting inspections, correcting violations, and carrying through on court procedures.
- Basic requirements of zoning and related codes, ordinances, and regulations.
- Applicable Federal, State, and local laws, rules, regulations, ordinances, and organizational policies and procedures relevant to assigned area of responsibility.
- Legal descriptions and boundary maps of real property and legal terminology as used in code compliance.

- Occupational hazards and standard safety practices necessary in the area of code compliance.
- Research and reporting methods, techniques, and procedures.
- Principles and procedures of record-keeping, technical report writing, and preparation of correspondence and presentations.
- Safety equipment and practices related to the work, including safe driving rules and practices.
- Techniques for effectively representing the City in contacts with governmental agencies, community groups, various business, professional, educational and regulatory organizations, and with property owners, developers, contractors, and the public.
- Techniques for providing a high level of customer service by effectively dealing with the public, vendors, contractors, and City staff.
- The structure and content of the English language, including the meaning and spelling of words, rules of composition, and grammar.
- Modern equipment and communication tools used for business functions and program, project, and task coordination.
- Computers and software programs (e.g., Microsoft software packages) to conduct, compile, and/or generate documentation.

Ability to:

- Explain codes and regulations to property owners, residents, and others.
- Interpret, apply, explain, and ensure compliance with applicable Federal, State, and local laws, rules, regulations, policies and procedures.
- Understand and explain occupational hazards and standard safety practices related to code compliance.
- Respond to inquiries, complaints, and requests for service in a fair, tactful, and timely manner.
- Prepare clear and concise reports, correspondence, and other written materials.
- Maintain accurate logs, records, and basic written records of work performed.
- Make accurate arithmetic, financial, and statistical computations.
- Operate office equipment and computer applications related to the work.
- Understand, interpret, and apply all pertinent laws, codes, regulations, policies and procedures, and standards relevant to work performed.
- Effectively represent the department and the City in meetings with governmental agencies; community groups; various business, professional, and regulatory organizations; and in meetings with individuals.
- Learn and understand the organization and operation of the City and of outside agencies as necessary to assume assigned responsibilities.
- Independently organize work, set priorities, meet critical deadlines, and follow-up on assignments.
- Effectively use computer systems, software applications, and modern business equipment to perform a variety of work tasks.
- Communicate clearly and concisely, both orally and in writing, using appropriate English grammar and syntax.
- Use tact, initiative, prudence, and independent judgment within general policy, procedural, and legal guidelines.
- Establish, maintain, and foster positive and effective working relationships with those contacted in the course of work.

Education and Experience:

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

Neighborhood Preservation Officer I: Equivalent to the completion of the twelfth (12th) grade supplemented by college-level coursework or technical training in code compliance or law enforcement and one (1) year of experience involved the interpretation of and explanation or enforcement of law and regulations.

Neighborhood Preservation Officer II: Equivalent to the completion of the twelfth (12th) grade supplemented by college-level coursework or technical training in code compliance or law enforcement and three (3) years of increasingly responsible municipal code compliance experience, or two (2) years as a Neighborhood Preservation Officer I with the City of East Palo Alto.

Licenses and Certifications:

Neighborhood Preservation Officer I and II:

- Possession of a valid California Class C Driver's License and a good driving record, at the time of appointment.
- Possession of a certificate of completion of Penal Code § 832 Course in Arrest, Search and Seizure issued by California Commission on Peace Officer Standards and Training within one (1) year of appointment.

Neighborhood Preservation Officer II:

- International Conference of Building Officials (ICBO), Statewide California Association of Code Enforcement Officials, or other similar association certificate is desirable and may substitute two of the four-year experience requirements.

PHYSICAL DEMANDS

When assigned to an office environment, must possess mobility to work in a standard office setting and use standard office equipment, including a computer; vision to read printed materials, a computer screen, and to operate a motor vehicle and visit various city sites; and hearing and speech to communicate in person and over the telephone; ability to stand and walk between work areas may be required. Finger dexterity is needed to access, enter, and retrieve data using a computer keyboard or calculator and to operate standard office equipment. Positions in this classification occasionally bend, stoop, kneel, reach, push, and pull drawers open and closed to retrieve and file information.

When assigned to field inspection, must possess mobility to work in changing site conditions; possess the strength, stamina, and mobility to perform light to medium physical work; to sit, stand, and walk on level, uneven, or slippery surfaces; to reach, twist, turn, kneel, and bend, to climb and descend ladders; and to operate a motor vehicle and visit various city sites; possible entry into confined spaces and the use of confined entry equipment; vision to inspect site conditions and work in progress; color vision to identify hazards during inspections, dye testing industries and water color issues. The job involves fieldwork requiring frequent walking in operational areas to identify problems or hazards, with exposure to hazardous materials in some site locations. Employees must possess the ability to lift, carry, push, and pull materials and objects averaging a weight of 30 pounds, or heavier weights, in all cases with the use of proper equipment and/or assistance from other staff.

ENVIRONMENTAL CONDITIONS

Employees work partially in an office environment with moderate noise levels and controlled temperature conditions, and partially in the field and are occasionally exposed to loud noise levels, cold and hot temperatures, inclement weather conditions, road hazards, vibration, and hazardous physical substances and fumes. Employees may interact with upset staff and/or public and private representatives and contractors in interpreting and enforcing departmental policies and procedures.