



ADMINISTRATION
Human Resources

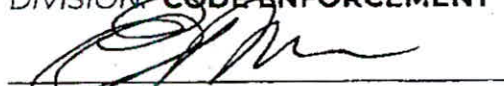
JOB TITLE: **Code Enforcement Officer**

DEPARTMENT: **Planning and Urban Development**

JOB CLASS NUMBER: **4152**

DIVISION: **CODE ENFORCEMENT**

REVISION DATE: **06.01.2022**


Acceptance - Department Head

COMP TIME / OVERTIME ELIGIBILITY CODE: CIRCLE ONE: E R N

DEFINITION/DISTINGUISHING CHARACTERISTICS OF JOB:

Under direction, Code Enforcement Officer is responsible for monitoring and enforcing the provisions of the Monroe City Code related to public health and welfare, housing, environmental, nuisance, blight, property maintenance, and other matters of public concern. This position serves as a resource that provides information on city regulations to property owners, residents, and businesses.

EXAMPLES OF DUTIES:

Although assignments will vary considerably, the anticipated breakdown of time would be ¾ office and ¼ field. The officer is expected to be patient and courteous, yet forceful and firm, to the citizens and business owners with regard to code violations. To be successful, Code Enforcement Officers must have the ability to explain municipal codes and ordinances to members of the general public, contractors, business owners, and other interested groups in the field, as walk-ins and on the telephone, in a non-confrontational manner. Therefore, each Code Enforcement Officer will need to be thoroughly knowledgeable of the Monroe City Codes and Ordinances.

- *Receives and responds to citizen complaints and reports from other agencies and departments on alleged violations; interviews complainants and witnesses; conducts investigations and provides recommendations for resolution.*
- *Conducts field investigations; inspects properties for violations; attempts to make contact at the residence or business in order to resolve the violation. Issues and posts warning notices, notices of violation, corrective notices, orders to comply, and related documentation for code violations; schedule and perform all follow-up functions to gain compliance including letters, inspections, calls, meetings, discussions, and negotiations to ensure compliance with appropriate codes and ordinances.*
- *Prepares evidence in support of legal actions taken by the City; appears in municipal court if necessary; testifies at hearings and in court proceedings as required.*
- *Maintains accurate documentation and case files on all investigations, inspections, enforcement actions, and other job-related activities including accurate and detailed information regarding code enforcement activity to substantiate violations, draw diagrams and illustrations and take photographs. Maintains a computerized database of complaints, violations, and resolution of cases*
- *Is proactive by patrolling the city in a City vehicle to identify and evaluate problem areas and/or code violations; determines proper methods to resolve violations.*

TRAINING AND EXPERIENCE:

- High School Diploma or Equivalent
- Strong customer service experience
- Operate a computer to enter, process, and acquire data relative to complaints, inspection sites, and effective code enforcement, research complaints; therefore, background in technology and Microsoft Office Suite is required. Permit tracking software is a plus.

KNOWLEDGE, SKILLS AND ABILITIES:

- Strong oral presentation skills are required
- Must be knowledgeable in report writing
- Knowledge of the operations, services, and activities of a municipal Code Compliance program, including principles and procedure of record keeping.

LICENSES AND CERTIFICATES:

- Code Enforcement Officer will be required to **PASS** the International Property Maintenance Code (2015) Exam within 6 months of hire date.
- Possession of a valid Louisiana State driver's license; acceptable driving record.
- A criminal background check will be conducted prior to employment in addition to a substance abuse screen.

INTERNAL POSTING PERIOD: 6/6 - 6/20/2023
Position posting goes public after 10th day.