Section II Administrative

Department Policy# 2.05.28

Job Task Requirements: Over-occupancy/Nuisance Enforcement Officer

I. Purpose: This order establishes the Job Task Requirements for the position Over-occupancy/Nuisance Enforcement Officer.

II. Policy: The incumbent is responsible for a wide range of job responsibilities. He/She will be responsible for investigating issues regarding over-occupancy and nuisance violations along with other violations of city code. The position requires attention to detail and a proactive approach in dealing with issues involving city code violations. Position also requires the ability to work with the public and parties affected by the code enforcement activities.

III. Function and Duties:

A. Essential

1. Responsible for the investigation of over-occupancy. Duties include the intake, research and follow up of complaints of this nature using all resources available to investigate the complaint.
   a. All complaints of this nature will be investigated and documented.
   b. Once the investigation is complete follow up with involved parties will be completed.
2. Responsible for property inspections for nuisance violations. Duties include intake, investigation and follow up of complaints of this nature. Consistent observation for issues of nuisance violations is required.
   a. All violations of this nature will be investigated and documented.
   b. Once the investigation is complete follow up with involved parties will be completed.
3. Responsible for the investigation and documentation of other violations of city code that involve quality of life issues in the neighborhoods.
4. Neighborhood/Public Resource: Contact with neighborhood associations, tenants, landlords and the public on issues regarding over occupancy, nuisances and housing complaints. Provides information on departmental actions to the public and complainants as necessary.
5. Responsible for the research, preparation of reports and letters and the maintenance of files and databases as necessary for the completion of all essential job functions.

B. Nonessential:

1. Assist in other Code Enforcement activities as directed. Duties to include but not limited to planning, statistical analysis and report preparation.
2. Assist in all division projects and tasks as may be assigned.

IV. Qualifications:

A. Minimum
   1. Ability to learn occupancy and nuisance ordinances and city codes.
   2. Meticulous attention to detail and the ability to prioritize task.
   3. Computer competency in Windows and database management.
   4. Demonstrates ability in written and oral communication.
   5. Experience in dealing with the public and conflict resolution.
   6. Must maintain a valid Indiana Driver's License.

V. Working Environment
   A. Incumbent works normal daytime hours, occasional after office hours work will be needed to attend meetings with neighborhood groups and other organizations.
   B. Employee will wear the approved uniform during business hours.
   C. Exposure to extreme hot and cold temperatures may occur due to the nature of the code enforcement process.