

Section II Administration

Department Policy #2.05.27

Job Task Requirements: Code Enforcement Supervisor

- I. Purpose: This order establishes the Job Task Requirements for the position of Supervisor Code Enforcement Division.
- II. Policy: The incumbent is responsible for overseeing the operations of the Community Services Division and the coordination of all services. He/She will be the lead investigator on over-occupancy issues and will provide support, as needed, on nuisance and other code issues. Incumbent will supervise and evaluate employees who work in Parking Enforcement, Animal Control/Court Bailiff and Nuisance Enforcement areas.
- III. Function and Duties:
 - A. Essential
 1. Maintains assigned employees schedule books and coordinates employees work schedules.
 2. Completes assigned employees bi-annual performance evaluations and submits to the Patrol Commander for review.
 3. 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.
 4. 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.
 5. Responsible for the investigation and documentation of other violations of city code that involve quality of life issues in the neighborhoods.
 6. 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.
 7. 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. Attend community meetings and provide information on neighborhood issues.
2. Assist in the other Code Enforcement activities as directed. Duties to include but not limited to planning, statistical analysis, and report preparation.
3. Assist in all division projects and tasks as may be assigned.

IV. Qualifications:

A. Minimum

1. Have management experience in personnel and operations.
2. Have basic knowledge of investigative practices and skills.
3. Ability to learn and administer the occupancy and nuisance ordinances and city codes.
4. Meticulous attention to detail and the ability to prioritize task.
5. Computer competency in Windows and database management.
6. Demonstrates ability in written and oral communication.
7. Experience in dealing with the public and conflict resolution.
8. 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.

Issue Date

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Revision Number: Date

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By Order of the Chief:
