



City of Klamath Falls

Position Description

Position: Community Service Officer	Group: AFSCME
Department/Div.: Police Department/Code Enforcement	FLSA: Non-Exempt/Represented
Evaluated by: Police Department Patrol Captain	Salary Grade: 114

Summary

This is a sworn officer with the City of Klamath Falls Municipal Court. The position works under the direct supervision of the Police Department Patrol Captain; however, considerable leeway is granted for the exercise of independent judgment and initiative. This position conducts investigations concerning inspections of buildings to determine and maintain compliance with City ordinance standards, including, but not limited to: 2018 International Property Maintenance Code, International Building Code, Dangerous Building Code, sidewalks, demolition, nuisance abatement violations, abandoned vehicles, and storage violations, public right-of-way obstruction, and business license investigations by performing the following duties.

Distinguishing Career Features

The Community Service Officer is a technical position that has additional special project responsibilities. An employee in this position performs a wide range of duties in code enforcement and handles citizen complaints of a non-emergency nature and municipal code violations; contributes general, complex and technical information to the public, other agencies, and City staff; participates in investigating minor criminal violations, City code violations, and limited traffic violations; may plan, schedule, assign and monitor daily work activities for community service workers; completes reports and prepares cases; testifies in court; writes citations and other notices.

Essential Duties and Responsibilities

- Monitors suspected locations of municipal code violations to assure compliance. Issues citations for code violations. Seeks and assures compliance from responsible parties. Determines type of action to be taken that involves public relations issues, citations, legal action, court appearances and abatement, etc.; sets corrective action dates.
- Writes citations and other notices as necessary.
- Processes and posts properties for abatement, contacts and obtains bids from contractors for abatement.
- Meets with business owners, developers, or residents to inform them of violations and

discrepancies, explains and interprets codes and communicates solutions; inspects physical premises for possible violations and gathers evidence, including taking of photographs and drawing diagrams when necessary.

- Performs background research on code violations requiring interaction with title companies, state registry, state contractors board, utilities and other resources to obtain documentation for abatements and lien properties during abatement;
- Organizes and maintains documentation and prepares cases for filing or submission to City Attorney for prosecution. Testifies in court for the City in legal actions taken to gain compliance. Presents the case to the court when the defendant is not represented by counsel;
- Recommends and implements policies, procedures, and performance standards to assure efficient and effective code enforcement activities in compliance with City guidelines, goals, and objectives;
- Operates a City vehicle under routine conditions; provide transportation to and from job site for community service workers, supplies and equipment;
- Keeps immediate supervisor and designated others accurately informed concerning work progress, including current and potential work problems and suggestions for new or improved ways of addressing such problems;
- Attends meetings, conferences, workshops, and training sessions and reviews publications and audio-visual materials to become and remain current on principals, practices, and new developments in assigned work areas;
- Responds to citizens' questions and comments in a courteous and timely manner;
- Maintains computer data base of information and records;
- Enforce public works engineering design standards, community development ordinances, and business licenses;
- Performs field inspections, inspecting premises for overall cleanliness, adequate disposal or garbage and rubbish, and signs of vermin;
- Plans, schedules, assigns and monitors daily work and activities for community service workers. Estimate equipment, materials and time required to complete individual projects. Determines appropriate work projects for crew members; consider physical limitations and available resources.
- Instructs clients in the proper work procedures and use of tools and equipment. Enforce safety procedures.
- Maintains accurate records of client participation and prepare related reports as required.
- Coordinates with other city, county and state departments/divisions/agencies in various capacities regarding community hazards and the enforcement of codes;

- Responds to a wide variety of citizen and City personnel complaints of non-emergency nature such as misdemeanor thefts, municipal code violations, identifying and ticketing abandoned vehicles, city ordinance enforcement, and assisting police officers at the scene of auto accidents, and public events;
- Takes, completes and logs citizen complaints in person or over the telephone;
- Performs necessary pick-up and delivery duties for the police department including equipment, supplies, vehicles, and lost and found items;
- Works with volunteer groups to facilitate compliance with municipal code;
- Researches material, prepares informational reports, requests for quotes, contracts, and prepares/assembles documents for publishing and/or distribution;
- Types statistical reports, tables, and graphs, as directed;
- Creates billing notices, codes invoices, creates and processes Requests for Quotes and contracts (including Asbestos Survey & Removal, Demolition, Abatement, Towing and Snow Removal.);
- Drafts and executes inspection warrants pertaining to Dangerous Building Abatement, Housing Inspection, and Minimal Livability Standards;
- Performs other duties as assigned that support the overall objective of the position.

Qualifications

- **Knowledge and Skills**

Requires working knowledge of zoning and land use regulations, and municipal codes that govern land use, parking, signage, and a variety of other community commerce and activity. Knowledge of enforcement procedures and City code. Understanding of search and seizure laws and expectations of privacy pertaining to private property. Requires basic knowledge of criminal and civil law in the State of Oregon. Basic math skills with the ability to add, subtract, multiply and divide using whole numbers, common fractions, and decimals. Requires sufficient knowledge of, and skill at, using computers to access and use common office productivity software. Requires sufficient English language skill to prepare professional correspondence and other materials. Requires well-developed human relations skills to convey technical concepts to external customers, to employ process facilitating techniques and exercise patience, tact and courtesy when dealing with verbal confrontation and speak to small groups in public settings.

- **Abilities**

Requires the ability to carry out the responsibilities of the position. Requires the ability to identify and respond to citizen complaints, concerns, and need for compliance with municipal codes. Requires the ability to learn, apply and interpret all applicable codes and laws within the responsibility of the position. Requires the ability to facilitate productive discussions with customers, diffuse arguments, resolve conflicts, and negotiate solutions. Requires the ability to recognize choices and alternatives when dealing with land use, nuisance, and municipal code issues. Requires the ability to make sound and logical decisions in conformance with established laws and codes. Requires the ability to organize data that supports testimony. Requires the ability to work as contributing

member of a team, work productively and cooperatively with other teams and external customers, and convey a positive image of the City and its services.

- **Physical Abilities**

Must be able to function indoors at a desk or outdoors in a commercial or neighborhood environment engaged in work primarily of a moderately active nature. Requires hearing and speech ability for ordinary conversation and to project voice to a small group. Requires sufficient manual and/or finger dexterity to type/keyboard and otherwise operate computers and other office equipment. Requires ambulatory ability to sit, walk, to move about office environment, and to frequently lift and carry up to ten (10) pounds and occasionally lift or move up to 100 pounds. Specific vision abilities required by this job include both close and distance vision.

- **Education and Experience**

High school diploma or GED equivalency required. Some experience in law enforcement preferred. Three years related experience and/or training; or associates degree plus one year of related experience and/or training.

- **Licenses and Certificates**

Must possess and maintain a valid Oregon driver's license within thirty (30) days of hire. Requires Oregon Code Enforcement Association membership within one year of hire date. Must possess and maintain ICC/AACE Property Maintenance & Housing Inspector Certification within eighteen months of hire date.

- **Working Conditions**

Work is regularly performed outdoors where some safety considerations exist from emotional, argumentative, or hostile customers and temperature/environmental variations. The employee is occasionally exposed to fumes or airborne particles and toxic or caustic chemicals. The employee occasionally performs duties within the public right-of-way and is occasionally exposed to unsanitary conditions. The noise level is usually moderate.

- **Pre-Employment**

Job offers for this position are contingent upon passing a written exam, oral interview, extensive background investigation and pre-employment drug screen.

The City of Klamath Falls is an Equal Opportunity Employer. In compliance with the Americans with Disabilities Act, the City of Klamath Falls will provide reasonable accommodations to qualified individuals with disabilities and encourages both prospective and current employees to discuss potential accommodations with the employer.