



respect - Communication - Integrity - Teamwork - family

City of Klamath Falls, Oregon
Job Description
COMMUNITY SERVICE OFFICER

DEPARTMENT/DIVISION: Police / Code Enforcement

GRADE: 5

GROUP: AFSCME

FLSA STATUS: Non-Exempt

EFFECTIVE DATE: September 2015

SUMMARY

This is a sworn officer with the City of Klamath Falls Municipal Court. The employee works under the direct supervision of the Police Department Patrol Lieutenant, 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: 2012 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.

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, assigns and monitor daily work activities for community service workers, completes reports and prepares cases; testifies in court; writes citations and other notices.

The nature of the work performed requires that an employee in this position establishes and maintains effective working relationships with supervisors, co-workers, City and department personnel and the general public.

EXAMPLE OF DUTIES

Duties may include, but are not limited to, the following:

- 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 involve public relations issues, citations, legal action, court appearances and abatement etc., sets corrective 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 and community development ordinances;
- Performs field inspections, inspecting premises for overall cleanliness, adequate disposal or garbage and rubbish, and signs of vermin;
- Plan, schedule, assign and monitor daily work and activities for community service workers. Estimate equipment, materials and time required to complete individual projects. Determine appropriate work projects for crew members; consider physical limitations and available resources.
- Instruct clients in the proper work procedures and use of tools and equipment. Enforce safety procedures.
- Maintain 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 department including equipment, supplies, vehicles, and lost and found items;
- Acts as bailiff for Klamath Falls Municipal Court at weekly arraignments;
- 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.

SUPERVISORY RESPONSIBILITIES

This is a non-supervisory position.

PRE-EMPLOYMENT

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

QUALIFICATION REQUIREMENTS

EDUCATION and/or EXPERIENCE:

High school diploma or GED equivalency required. Some experience in law enforcement preferred. One year related experience and/or training; or equivalent combination of experience and education.

LICENSES/CERTIFICATIONS

Must possess and maintain a valid Oregon driver's license.

Oregon Code Enforcement Association membership within one year of hire date.

Must possess and maintain ICC/AACE Property Maintenance & Housing Inspector Certification.

KNOWLEDGE, SKILLS AND ABILITIES

Knowledge of:

Basic math skills with the ability to add, subtract, multiply and divide using whole numbers, common fractions, and decimals. Knowledge of enforcement procedures and the code for the City

of Klamath Falls. Understanding of search and seizure laws and expectation of privacy pertaining to private property. Basic knowledge of criminal and civil law in the State of Oregon.

Skill in:

Basic keyboarding / computer skills and ability to effectively use computer data base and word processing software; deal with people in an appropriate and effective manner. Interpersonal skills using tact, patience and courtesy.

Ability to:

Read and comprehend simple instructions, short correspondence, and memos; effectively and appropriately compose correspondence; effectively communicate information in one-on-one and group settings to customers, clients, and other City employees; apply common sense understanding to carrying out instructions furnished in written, oral, or diagram form; effectively analyze and handle problems involving several existing variables in common situations. It is necessary to be self-motivated and detail oriented and be able to interpret, apply and explain rules, regulations, policies and procedures

PHYSICAL DEMANDS

The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of the job.

While performing the duties of this job, the employee is regularly required to use their hands to handle and feel objects; tools or controls; reach with hands and arms; and talk and hear. The employee frequently is required to stand and walk; sit; climb or maintain balance; stoop; kneel; crouch or crawl.

The employee must frequently lift and/or move up to ten (10) pounds and occasionally lift and/or move up to one-hundred (100) pounds. Specific vision abilities required by this job include both close and distance vision.

WORK ENVIRONMENT

The work environment characteristics described here are representative of those an employee encounters while performing the essential functions of this position. Reasonable accommodations may be made to enable qualified individuals with disabilities to perform the essential functions.

While performing the duties of this job, the employee regularly works in outside weather conditions. 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 in the work environment is usually moderate.

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.