

City of Bellingham
Classification Specification - Civil Service or AFSCME

CLASS TITLE	Neighborhood Code Compliance Officer
DEPARTMENT	Police
UNION:	114
SG:	12
CS:	Yes
FLSA:	Y
EE04CODE:	TE

NATURE OF WORK:

Performs duties associated with enforcing various City ordinances regarding environmental regulations, litter, parking, noise, nuisance abatement, or other violations of the law. The position involves a high degree of public contact. Works independently under the guidance of City ordinances and established policies and procedures. Performs some physical labor and participates in public education programs. Supervises seasonal labor and others as assigned. Maintains close relationships with code enforcement and compliance personnel from other City departments.

DISTINGUISHING CHARACTERISTICS:

This position is distinguished by high degree of public contact to investigate and resolve complaints and enforce City ordinances regarding residential environmental regulations, litter, parking, noise, nuisance abatement, and other violations of the law. It also supervises seasonal workers, performs some physical labor and participates in public education programs. The Neighborhood Code Compliance Officer position is responsible for the investigation and documentation of apparent or alleged code violations, working with citizens and City personnel on resolution of compliance issues, development and preparation of case files for prosecution by the City Attorney, and maintenance of appropriate records. Work of this class involves assisting and coordinating compliance activities with other City departments and other City, County, federal and/or State agencies. This position may require evidence collection and community meetings.

This position differs from the position of Warrant Officer which is focused on serving warrants, subpoenas and restraining orders and has the authority to make an arrest only after a court has issued an arrest warrant or when ordered by a judge to transport a prisoner to jail for contempt of court, sentencing or revocation of probation.

The Neighborhood Code Compliance Officer differs from the Code Compliance Officer position which performs work involving field investigation, observation and resolution of alleged or apparent violations of the Bellingham Municipal Code in the industrial and/or commercial setting.

SUPERVISORY RELATIONSHIPS:

Work is performed independently under the direction the Deputy Chief of Investigations of the Bellingham Police Department or his/her designee within Departmental policies, procedures and

guidelines. Work may be reviewed via oral and written reports as well as inspection or review of the following: field work, contact with the public, case files, case presentation and contact with other departments and/or agencies. Works independently under the guidance of City ordinances and established policies and procedures. Supervises seasonal labor and other federally or State funded personnel as assigned. Maintains close working relationships with Operations Division of Public Works Department and the Police Department.

ESSENTIAL FUNCTIONS:

1. Receives and responds to signed declarations of citizen complaints concerning litter, nuisance conditions, improper disposal of moderate risk waste, illegal trash dumping, parking, noise or other violations of the law. Coordinates with appropriate City staff and departments to resolve problems and complaints. Takes appropriate corrective action as necessary: contacts citizens, investigates incidents, issues citations and makes court appearances, the goal being compliance rather than punishment. Enters reports into LongArm regarding these incidents.
2. Supervises seasonal workers and crews assigned to cleanup and composting operation.
3. Performs physical labor using hand tools and moderate lifting to remove trash and accumulated debris from public property. Picks up abandoned, stolen, or found bicycles and either disposes of or impounds them.
4. Plans, develops and implements programs with citizen groups and other City staff for neighborhood cleanups as assigned.
5. Participates in public education programs designed to create awareness and effect behavioral changes regarding waste control issues, litter, parking, noise, or other violations of the law by making presentations and assisting in the development of promotional campaigns as assigned.

ADDITIONAL WORK PERFORMED:

1. Performs other related duties as assigned within the scope of the classification.

KNOWLEDGE AND SKILLS:

- Strong interpersonal skills to establish and maintain effective working relationships with employees of City departments and organizations dealing with sanitation and solid waste matters.
- Strong written and oral communication skills for working with personnel, organizations and the general public, and for making public presentations, conducting interviews and investigations.
- Ability to follow oral and written instructions.
- Ability to work independently with a minimum of supervision.
- Word processing and other computer skills necessary to prepare reports, transcribe investigations information and accurately maintain records.

- Ability to conduct fact-finding investigations and prepare reports appropriately documenting complaints and problems.
- Ability to interact effectively with a variety of people with courtesy and tact, including the ability to remain calm in stressful situations with angry or upset citizens and in dealing with fellow employees.
- Ability to negotiate problem resolution with the public concerning a variety of issues surround City code compliance issues.
- Adequate hearing, vision, physical ability and endurance to perform the assigned duties.
- Ability to supervise, in an effective manner, the planning and assigning of work and scheduling of personnel.
- Coordinate and communicate with Mayor's Neighborhood Advisory Committee (MNAC) regarding neighborhood issues.
- Ability and willingness to demonstrate the Public Service Competencies of Service Orientation, Results Orientation and Teamwork and Cooperation.

WORKING ENVIRONMENT:

Works in an office setting and outside in a variety of weather conditions. Frequently interacts with the public and with professionals in the field. The work environment includes a normal range of conditions from the noise of standard office equipment to the seasonal weather conditions in the field. There are also moderate everyday risks involved in working with the public and a variety of situation-specific conditions, which may include responding to toxic materials spills.

EXPERIENCE AND TRAINING REQUIREMENTS:

- Two years of experience working with the general public and public agencies in problem resolution or enforcement activities required.
- Associate degree in communications preferred, environmental studies desirable.
- Experience in code enforcement preferred.
- Experience in investigation, such as law enforcement training or report writing desirable.
- Proficient use of computer for word processing required.
- Toxic materials handling experience preferred.
- Supervisory experience preferred.
- Experience with special needs populations preferred.
- A combination of education and experience, which may include community college coursework toward the Associate degree, may be substituted for required experience.

NECESSARY SPECIAL REQUIREMENTS:

- Valid Washington State driver's license at the time of hire and good driving record. A three-year driving record abstract must be submitted at time of hire.
- Must pass a Police criminal convictions records check, background investigation, and polygraph exam prior to hire.
- Must qualify for a limited commission from the Bellingham Police Department.

PREPARED BY: W. H. Englander

REVIEWED BY: Todd Ramsey

Charlotte Sellin
12/90
Litter Compliance Officer
J. Thistle
T. Corzine
L. Hill
6/03
Litter Compliance Officer
B. Vonnegut
3/08

Chief of Police

REVISED BY:

COMMISSION ADOPTION:

May 7, 2008
