



CLASS SPECIFICATION FOR:

**Code Compliance Manager**

**General Statement of Duties:**

Responsible for supervising the day-to-day work activities of Code Compliance Supervisors and Officers with responsibility for inspections, reviews, and enforcement work in connection with use permits, plans of development, zoning, subdivision and environmental ordinance requirements, and Chapters 10 and 24 of the County Code; does related work as required.

**Distinguishing Features of Class:**

Primary duties include managing the code compliance division staff and operations which includes overseeing Code Compliance Supervisors and Officers day-to-day activities as well as other supervisory and division operational duties; ensuring accurate and consistent interpretation and application of County codes in all types and levels of complexities for inspection, review, investigation and enforcement duties to uphold the Zoning Ordinance requirements, official conditions imposed by the Board of Supervisors, Planning Commission, and Board of Zoning Appeals; and ensuring code compliance enforcement policies and procedures support staff's accurate and efficient compliance enforcement efforts and provide excellent customer service to the County' citizens. Work is performed under general supervision with latitude for managing their own and staff's workload and making technical determinations. Assigned duties require the constant utilization and application of a comprehensive working knowledge of County zoning ordinances, the County building code, revitalization concepts and basic engineering principles. Handles special projects and assignments as assigned. Researches and resolves, or recommends resolution, of all types of complex, unusual and sensitive problems or questions keeping supervisor and department appropriately informed.

**Examples of Assigned Duties** (*illustrative of the types and scope of duties and responsibilities assigned to positions in this class*):

- Responsible for the effective supervision of code compliance staff including staff schedules, time cards and leave, performance evaluations, prioritizing and assigning work, overseeing and auditing staff's work, rebalancing workloads and assignments as needed, and other related activities not limited to selection, training, coaching, mentoring, providing feedback, disciplinary actions and providing staff meetings and development opportunities for code compliance staff;
- May serve as working supervisor as needed during heavy workloads or unusual circumstances to proficiently perform all the duties and responsibilities assigned to Code Compliance Supervisors and Officers I, II and III;
- Oversees and ensures the integrity of inspection processes including notifications to alleged violators in writing, determinations of existing infractions, resolution options, negotiated resolutions including negotiated time frames, documentation including conversations and observations, and related photographic documentation;
- Works with property and business owners, tenants and developers as needed to respond to all types inquiries and concerns and to research, investigate and secure compliance with approved plans, permits, and the Code of ordinances;
- Guides and assists Code Compliance Supervisors and Officers with complex, unusual or sensitive violations, inspections, reviews, investigations and enforcement duties, includes reviewing and approving work completed and actions taken as needed;
- Evaluates inquiries, complaints and issues initiated by County officials and the public, including the complex, unusual, sensitive, abatement contests, proffered zoning conditions and existing sign regulations, prepares written responses or assigns to a Supervisor or Officer for investigations and resolution, and keeps department managers appropriately informed;
- Researches proffered zoning case using zoning maps and real estate, court, utility, license and DMV records and other local and State agency files to ascertain if violations exist;
- May inspect or assist with inspections of structures and sites for compliance with the zoning ordinance and County code, checking such items and requirements as setbacks, square footage, height, off-street parking, driveways, traffic control signs, street addresses, trash disposal facilities, landscaping, site lighting, proffered zoning conditions, Plan of Development conditions and signage;
- Oversees the initiation of legal actions and subpoenas witnesses, works with supervisor and County Attorneys to prepare for and present evidence in court and follows up on judges' instructions to ensure zoning violations are resolved within a reasonable length of time;
- Creates and maintains a wide variety of accurate detailed documentation and records, paper and electronic, related to cases, notifications of alleged violations, codes, resolution options and resolutions;
- Assists with the development of the budget for code compliance for inclusion with the department's budget as assigned and manages staff and operations expenditures within approved budget;
- Prepares for and presents cases, reports, budget information and other information to the Board of Zoning Appeals, County Board of Supervisors, County Manager's Office and Department as needed;
- Researches, investigates and troubleshoots difficult, complex, sensitive and aging cases, guides staff in the handling and resolution of these types of cases, and audits resolutions;
- Consistently accurate in the interpretation and enforcement of POD's, Conditions Use Permits and Provisional Use Permits;
- Evaluates policies and procedures, makes recommendations for more efficient and more customer service oriented changes, and implements approved policy and procedural changes;



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- Develops and maintains a thorough proficiency with software and systems incidental to assigned duties, including Geographic Information System (GIS) and the Department of Motor Vehicles (DMV) registration system;
- Develops and maintains a comprehensive up-to-date working knowledge and understanding of Chapters 10 and 24, Zoning Ordinances and requirements, official conditions imposed by the Board of Supervisors, Planning Commission, and Board of Zoning Appeals;
- Develops and maintains a comprehensive up-to-date working knowledge and understanding of the department's operations and department-specific systems, software and equipment utilized in support of assigned duties;
- Participates in all required on the job training provided on planning, zoning, and revitalization concepts and scheduled meetings;
- Performs other duties as assigned.

### Required Knowledge, Skills and Abilities:

Comprehensive working knowledge and understanding of Chapters 10 and 24, Zoning Ordinances and requirements, official conditions imposed by the Board of Supervisors, Planning Commission, and Board of Zoning Appeals; comprehensive working knowledge and understanding of the department's operations and department-specific systems, software and equipment utilized in support of assigned duties; excellent organization skills with the demonstrated ability to plan and execute work effectively to successfully complete assigned tasks accurately and in a timely manner within established deadlines; ability to multi-task; professional integrity including the ability to maintain the integrity of confidential and/or time sensitive information and processes; ability to read, and consistently comprehend, interpret, apply and communicate complex technical regulations, requirements and information accurately; sound political astuteness; sound critical thinking and problem solving skills with the ability to appropriately resolve a variety of routine and moderately complex questions and issues within established policies, guidelines, requirements and procedures and appropriately seeks guidance and refers questions and issues to supervisor; ability to research complex issues, identify and recommend sound solutions; sound professional judgement with demonstrated ability to consider and weigh a variety of relevant factors and make accurate decisions or recommendations; ability to synthesize multiple types of technical and complex data and make accurate appropriate determinations and recommendations; strong computer skills with ability to use computer and typical business software, proprietary software, systems and applications to complete assigned tasks; visual and hearing acuity sufficient to enable effective inspections, interactions and data collection; basic financial skills with the ability to assist with budget development, track costs, manage within an approved budget and assist as needed with budget preparation; excellent written and verbal communication skills with the ability to interact professionally with diverse internal and external stakeholders and to establish and maintain effective working relationships; excellent interpersonal and communication skills to communicate technical information to non-technical audiences in clear and easy to understand language; ability to express ideas clearly and concisely, orally and in writing; ability to work independently and as part of a team; ability to collaborate effectively to establish and maintain a good working relationships with all levels of department staff, County employees, property and business owners, tenants, developers and other relevant stakeholders; sound supervisory skills including good training skills, the ability to develop, coach and mentor as well the ability to effectively manage workloads, manage competing priorities, direct the activities of assigned staff efficiently, and to foster and maintain high morale and engagement; personal accountability including teamwork and establishing and maintaining positive working relationships; excellent customer service skills with the demonstrated ability to interact patiently, respectfully and with tact and courtesy with all internal and external stakeholders presenting with varying levels of understanding and needs in order to appropriately address requests, needs and issues; tact; and courtesy. Must be able to positively and appropriately represent the County. May require the ability to work a flexible schedule as needed.

### Minimum Education and Experience:

Education: 2-year degree in a relevant field of study; four-year degree in a relevant field such as Urban Studies and Planning or Public Administration preferred;

Experience: Six (6) years of relevant work experience with two (2) years of supervisory experience;

OR: Any equivalent combination of education, experience and training which provides the required knowledge, skills and abilities.

### Additional Requirements:

NOTE: Effective 4/1/2009 County Ordinance 1128 requires a criminal history record check and fingerprinting of all employees in authorized and hourly safety sensitive positions.

NOTE: All employees are required to successfully complete National Incident Management System (NIMS) Incident Command System (ICS) 700 (Introduction) training. Successful completion of additional NIMS ICS training courses may be required based on the job classification, level of responsibility, and department. Please refer to Fire's Intranet site for a list of NIMS ICS requirements by job classification.

- Valid driver's license to perform assigned duties at various locations Countywide.
- Certified Zoning Official (CZO) certification.
- Completion of required training, including Virginia Association of Zoning Officials (VAZO) Training and County/HR sponsored training.