

Marion County Board of County Commissioners

POSITION DESCRIPTION



To be successful in the position, an individual must be able to perform the essential job functions satisfactorily. Reasonable accommodations may be made to enable individuals with disabilities to perform the primary job functions herein described. Since every duty associated with this position may not be described herein, employees may be required to perform duties not specifically spelled out in the job description, but which may be reasonably considered to be incidental in the performing of their duties just as though they were actually written out in this job description.

CODE ENFORCEMENT MANAGER

Department: Growth Services
Pay Grade: 114
FLSA Status: Exempt
Job Class: 4033
Risk Code: 9410

JOB SUMMARY

The Code Enforcement Manager is responsible for providing professional, administrative, and technical assistance for the Director in a variety of financial and administrative functions, including management of the general investigative and legal operations within the Code Enforcement Division of the Growth Services Department. The Code Enforcement Manager will also coordinate special projects, prepare the annual budget, and supervise and discipline subordinate staff, while working to ensure the effective delivery of services throughout Marion County. Since the work of Code Enforcement involves considerable public contact, the Code Enforcement Manager will need to exercise and instill in the team considerable tact and courtesy when investigating and resolving complaints. The Code Enforcement Manager is responsible for providing excellent customer service both personally and through delegation. S/he will serve as a role model of customer service for subordinate staff, while serving the public, elected officials, and county employees.

ESSENTIAL JOB FUNCTIONS

- Leads, manages, and develops a team of field supervisors, code officers, and support staff.
- Supervises and coordinates operational programs and functions such as the implementation of work orders, procurement processes, accounts payable processes, and tracking expenditures. Manage contracts, expiration and evaluation dates, and ensure compliance with contract details. Reviews inter-local agreements as well as other contracts and agreements with the County's Legal Department. Creates and oversees effective and efficient methods to track project details and fiscal information. Assists with department inventory and asset audits.
- Formulates, interprets, and implements management policies and operating practices for the Code Enforcement division. Determines what products best meet the needs and circumstances of the division. Develops short-range and long-range fiscal and operational

plans. Makes procedural and operational recommendations to the Director. Develops and oversees the processes to implement changes in organization and administrative systems as directed.

- Assists in the preparation and administration of the budget through research and development. Prepares cost analyses and operational reports.
- Assists field supervisors in organizing and assigning daily activities for code enforcement officers.
- Reviews work of subordinates for completeness, accuracy, and compliance with departmental objectives.
- Mentors, coaches, and gives feedback. Participates in the training of new staff. Evaluates personnel on performance, observance of rules and regulations, public contact, and conduct.
- Recommends personnel allocation, utilization, promotion, and discipline as needed.
- Processes the necessary paperwork required by Human Resources for the division, including payroll, absence requests, FMLA, job advertising, new hires, terminations, promotions / demotions, salary changes, pay grade changes and retirements.
- Coordinates programs and activities with the Director to ensure the continuous provision of essential and emergency services.
- Remains available 24 hours per day, 7 days per week for emergency contact by Code Enforcement Officers, other departments, and organizations.
- Responds to issues during the workday, after-hours, and on weekends to requests for public speaking engagements and supervisory assistance as needed.
- Reviews code cases prior to presentation to Code Enforcement Board. Attends monthly Code Board hearings and presents cases as needed.
- Performs duties of a Code Enforcement Officer if needed. Develops schedules for supervisory and Code Enforcement Officer weekend and after-hour duties.
- Prepares special reports and conducts special studies and investigations as assigned.
- Maintains and promotes the characteristics of excellent customer service in assigned area of responsibility. Assures that subordinate staff are adept in the handling of transactions, communicating effectively and independently in-person or via phone, email, or mail. Personal contact occurs with other employees of the unit, employees of other departments in the County, citizens and elected officials. Resolves concerns in a positive and respectful manner.
- Provides excellent customer service to members of the general public and other County employees. Personal contact occurs with other employees of the unit, employees of other departments in the County, citizens, and customers of the department. Service is provided in person or by phone contact.
- Implements the organization's guiding principles and core values.
- Performs other related job duties as assigned.

SUPERVISION

This position is responsible for directly and regularly supervising work of a relatively small to moderate number of employees and/or volunteers, including indirect supervision. Responsibilities include: the recommendation of new hires, staff training, performance evaluation, counsel and discipline, and coordinating and delegating work operations. Provides in-depth training, guidance, advice and assistance and serves as a resource for staff, regarding division, department and county procedures and protocol.

QUALIFICATIONS

Education and Experience:

Associate's degree or equivalent; and four (4) years' experience in code enforcement, including at least one (1) year of supervisory experience; or an equivalent combination of education and experience.

Licenses or Certifications:

Possession of a valid, State of Florida driver's license to operate a motor vehicle. Requirement exists at the time of hire and as a condition of continued employment.

- Florida Association of Code Enforcement Fundamentals of Code Enforcement, Administrative Aspects of Code Enforcement, Legal Issues in Code Enforcement, and Officer Safety & Field Applications certifications.
- Code Enforcement Professional certification issued by the Florida Association of Code Enforcement within one (1) year of appointment.
- Certification in proficiency in community noise control.
- FEMA NIMS Incident Command IS-100, IS-200, IS-700, and IS-800 certifications.
- OSHA asbestos contractor/supervisor certification, if investigating abatement projects or supervising a code officer assigned to abatement projects.
- Code Enforcement Certification Levels I, II, and III.
- Notary Public certification preferred.

KNOWLEDGE, SKILLS AND ABILITIES

- Knowledge of administrator's and department policies and procedures.
- Knowledge of case preparation and reporting procedures pertinent to the judicial and quasi-judicial process.
- Knowledge and understanding of various software programs and equipment used to document possible violations with photos and written observations.
- Knowledge of Marion County roads and subdivision locations.
- Knowledge of department emergency disaster assistance relief plan.
- Knowledge of modern office practices and procedures.
- Skilled in utilizing a personal and laptop computer, and various job-related application software programs.
- Skilled in verbal and written communication.
- Skilled in the use of small office equipment, including copy machines or multi-line telephone systems.

- Ability to function independently as an expert in matters of specialized code, rules, and policy with thorough knowledge of Marion County codes, ordinances, policies related to code enforcement and rules of civil/criminal procedures.
- Ability to lead, manage, and grow a highly effective and efficient team.
- Ability to organize and communicate effectively.
- Ability to read, analyze, and interpret legal documents and governmental regulations.
- Ability to effectively present information to groups of managers, the general public, boards and judges or juries; make effective and persuasive speeches and presentations on controversial or complex topics to top management, public groups, and/or boards.
- Ability to respond effectively to highly sensitive inquiries or complaints, common inquiries or complaints from the general public, regulatory agencies, or members of the business community; write routine reports and business correspondence.
- Ability to define problems, collect data, interpret complex and detailed technical data, establish facts, and draw valid conclusions; solve practical problems and deal with a variety of concrete variables in situations where only limited standardization exists.
- Ability to study manual work process to determine most effective methods as essential tasks; participate in development of policy, programs, plans, or procedures.
- Ability to apply concepts of basic algebra, geometry, and statistics; apply fractions, percentages, ratios, and proportions to practical situations; and interpret a variety of instructions in written, oral, diagram, or schedule form.
- Ability to work independently with minimal supervision; compile, organize and prioritize daily assignments. Work is characterized by considerable independence and responsibility to exercise initiative and carry all assignments through to completion.
- Ability to take a teamwork approach to the job by cooperating with others, offering to help others when needed, and considering larger organization or team goals rather than individual concerns; build a constructive team spirit where team members are committed to the goals and objectives of the team; provide a positive example for co-workers regarding work ethic, attitude, professional ethics, interpersonal interactions, and mutual respect; remain calm and professional in stressful situations.
- Ability to establish and maintain effective working relationships with County officials, fellow employees, and the general public.

PHYSICAL DEMANDS

The work is light work which requires exerting up to 20 pounds of force occasionally, and/or negligible amount of force frequently or constantly to lift, carry, push, pull or otherwise move objects, including the human body. While performing the duties of this job, the employee will regularly be required to sit, stand, walk, use hands to finger, handle, or feel, reach with hands and arms, climb or balance, stoop, kneel, crouch, crawl, talk, hear, and smell. Requires mental acuity including the ability to make rational decisions through sound logic and deductive processes, the ability to express ideas by means of the spoken word and have close visual acuity.

WORK ENVIRONMENT

Work is performed in a wide variety of indoor and outdoor environments. While performing the duties of this job, the employee will occasionally be required to be exposed loud music or other noises, high precarious places, to fumes or airborne particles and toxic or caustic chemicals, risk of electrical shock, explosives, and domestic animals and wildlife that may pose a threat.

Marion County has the right to revise this job description at any time. This description does not represent in any way a contract of employment.

Employee Signature

Date

Supervisor (or HR) Signature

Date

E.O.E. Marion County does not discriminate on the basis of race, color, national origin, sex, religion, age, disability or military service in employment or the provision of services.