

## **CODE COMPLIANCE OFFICER**

### SUMMARY/PURPOSE

Under the general supervision of the City Clerk, the Code Compliance Officer is tasked with enhancing the image and livability of Duluth through fair enforcement of the City's codes and ordinances that are managed within the Clerk's Office.

The Code Compliance Officer has primary and ongoing responsibility for the coordination and management of all City activities related to Paid Sick and Safe Time outreach and compliance. They will develop and manage to performance goals that improve case management of complaints and inquiries, and track data and metrics, and deliver results to the citizens of Duluth. This is a broad scope of work which includes outreach to vulnerable populations, outreach to the business community, management of City Council relations as it relates to Paid Sick and Safe Time, management of relations with the advocacy community on these issues, receiving and responding to informational inquiries in a timely manner, conducting compliance investigations and delivering written findings, issuing fines and penalties when applicable under the law, and managing internal relations with City departments to promote awareness of the Paid Sick and Safe Time ordinances.

The Code Compliance Officer is also tasked with routine to complex duties related to the City's code compliance program, including the identification, investigation, and initiation of corrective action for violations of the City's codes that are within the scope of the City Clerk's Office.

### ESSENTIAL DUTIES AND RESPONSIBILITIES

1. Manage the day-to-day operations of Complaint Investigations and Ordinance Compliance for the City related to Code compliance issues.
2. Receive, record, and conduct independent investigations into allegations of violations of City Ordinance 10571 to establish whether a violation has occurred.
3. Interpret and apply employment discrimination laws, regulations, procedures and policies.
4. Analyze and evaluate information from the Complainant, Respondent and witnesses for the purpose of drafting questions and conducting interviews.
5. Perform on-site fact gathering missions when necessary/appropriate.
6. Conduct pre-determination and/or post determination settlement conferences/negotiations (mediation) with/between the involved parties using negotiation techniques.
7. Draft pre-determination and post determination settlement agreements between the complainant and respondent, when necessary.
8. Prepare notices of violation or noncompliance and citations according to applicable code and regulations and issues to employers by methods allowed by code.
9. Process a variety of documents and correspondence.
10. Perform educational and outreach activities so that the provisions of the City Ordinance and the services of the City Clerk's Office are known and understood by the citizens and the business community.
11. Work in partnership with other organizations to further the department's mission and the City Ordinance.
12. Maintain current knowledge of developments in equal opportunity law and other applicable disciplines, as well as the social and economic characteristics of the relevant labor areas as they relate to equal employment.
13. Provide education and information to violators, the general public, business community, and other government agencies regarding codes, laws, and ordinances; respond to questions, complaints, and inquiries.
14. Participate in recommending, developing, and administering policies, procedures, and projects to ensure efficient and effective code enforcement activities in compliance with City guidelines, standards, goals, and objectives.

15. Prepare and present reports and presentations related to code compliance activities and services to the City Council and various commissions, committees, and boards; performs a variety of public relations and outreach work related to assigned activities.
16. Maintains files, databases, and records related to citations and violations; prepares a variety of written reports, memoranda, and correspondence.
17. Submit case inventory and status reports on a weekly and monthly basis.
18. Supervise employee performance, and provide training, coaching, and mentoring for employees as directed by manager.
19. Provide clear, sufficient, and timely direction and information to the employees about plans, expectations, tasks, and activities.
20. Recommend the hire, transfer, assignment, promotion, employee grievance resolution, discipline, suspension, or discharge of assigned personnel.
21. Establish and maintain positive working relationship with the employees by maintaining two-way communications, producing consistent results, advocating for the team when appropriate, and offering expertise to improve processes, systems, and the organization.
22. Other duties may be assigned.
23. Be an effective team member by exhibiting self-motivation, supporting other employees in handling tasks, interacting effectively and respectfully with others, showing a desire to contribute to the team effort, accepting assignments willingly, and completing tasks within agreed upon timelines.
24. Other duties may be assigned.

### JOB REQUIREMENTS

To perform this job successfully, an individual must be able to perform each essential duty satisfactorily. The requirements listed below are representative of the knowledge, skills, and abilities required.

1. Education & Experience Requirements
  - A. Bachelor's degree in business, public administration, social work or a related field from an accredited college or university, plus a minimum of three (3) years of progressively responsible experience in complaint investigation, community outreach, human or civil rights, or compliance.
  - B. An equivalent combination of education and progressively responsible experience in compliance, community outreach, case management, or related field totaling five (5) years.
  - C. Supervisory experience preferred.
  - D. Juris Doctor Degree desirable.
2. License Requirements
  - A. Possess and maintain a valid Minnesota Driver's License or equivalent
3. Knowledge Requirements
  - A. Knowledge of effective leadership and personnel practices.
  - B. Understanding of the functions, organization, and role of local government.
  - C. Knowledge of the City of Duluth Ordinances, and State and Federal discrimination laws.
  - D. Knowledge of compliance management theory and practice.
  - E. Knowledge of computer systems and software including Microsoft Office tools and applications
  - F. Knowledge of data entry, electronic databases, and record keeping
  - G. Knowledge of principles of administration, supervision, training, and evaluation.
  - H. Knowledge of research, analysis, evaluation, and reporting techniques.
  - I. Knowledge of interviewing techniques and statistics as applied to treatment of test and survey data.

4. Skill Requirements
  - A. Demonstration of sound and ethical judgment by making decisions based on facts and logic.
  - B. Skill in communicating logically, persuasively, and accurately in verbal and written forms.
  - C. Strong computer skills, including word processing, database, spreadsheet, presentation, and email applications.
  - D. Skill in applying sound business judgment in decision making.
  - E. Skill in providing exemplary customer service and satisfaction with continuous focus on compliance.
  - F. Skill in researching and analyzing complex issues, developing recommended actions, preparing reports, and maintaining records.
  
5. Ability Requirements
  - A. Ability to consistently and independently prioritize one's own work and the work of others, including scheduling, assigning staff, and securing resources.
  - B. Ability to interview parties and witnesses and investigate claims.
  - C. Ability to work with individuals from diverse backgrounds, including knowledge of cultural etiquette.
  - D. Ability to organize and give attention to detail, analyze, appraise and present evidence, facts and precedents.
  - E. Ability to create and maintain a positive working environment that welcomes diversity, ensures cooperation, and promotes respect by sharing expertise with team members, fostering safe work practices, and developing trusting work relationships.
  - F. Ability to maintain confidential information.
  - G. Ability to facilitate, mediate, conciliate and negotiate disputes.
  - H. Ability to conduct legal research, statistical analysis and other investigative methodology.
  - I. Ability to use good judgment in decision-making.
  - J. Exhibit leadership qualities of adaptability, dependability, and accountability.
  
6. Physical Ability Requirements
  - A. Ability to sit for extended periods.
  - B. Ability to transport oneself to, from, and around work sites of assignments.
  - C. Ability to occasionally transport, usually by lifting and carrying, material/equipment weighing up to 25 pounds per load for presentations.
  - D. Fine dexterity to operate computer, calculator, and other office equipment.
  - E. Visual acuity to inspect documents for accuracy.
  - F. Ability to hear and speak sufficiently to exchange information in person and by telephone.
  - G. Ability to occasionally bend, stoop, and reach for supplies, files, etc.
  - H. Ability to attend work on a regular basis.

HR: TS	Union: Supervisory	EEOC: Admin/Officials	CSB:	Class No:
WC: 8810	Pay:	EEOF: Admin/Finance	CC:	Resolution: