



## Human Resources

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DATE: January 20, 2021

TO: Civil Service Board

FROM: Heather DuVal  
Human Resources Supervisor

SUBJECT: Revised Job Classification of Solid Waste Compliance Officer

**RECOMMENDATION:**

**APPROVAL OF THE REVISED JOB DESCRIPTION FOR THE CLASSIFICATION OF SOLID WASTE COMPLIANCE OFFICER INCLUDING A TITLE CHANGE TO PROPERTY & SOLID WASTE COMPLIANCE OFFICER.**

**Background Information**

The Solid Waste Compliance Officer job classification was most recently revised in 2014. Since this time, the demands and duties of the position have evolved and changed requiring a need to update. This revision creates an opportunity to combine Solid Waste Compliance Officer job duties with Housing Inspector duties to form a hybrid-type role that will fulfill the needs of the Life Safety division and offer an advancement opportunity between Housing Inspector and Lead Housing Inspector. Combining this role also offers additional solid waste compliance coverage for the east and west side of the city.

The revisions to this job classification have been discussed with the union and all parties are agreeable to the changes.

**Outline of Duties**

The Property & Solid Waste Compliance Officer will conduct the full range of complaint investigations, inspections, and enforcement actions involved in determining violations and gaining compliance with City codes and state laws. They will create appropriate orders of corrective actions and/or summons for non-compliance where applicable. They will assess inspection and investigation information to evaluate reoccurring code violations and assist with coordination activities for related City offices/departments and community service agencies.

**Recommendation**

Based on the above information, and in accordance with Section 13-7 of the Civil Service Code, I recommend that the Civil Service Board approve the revised job description for Solid Waste Compliance Officer, including a title change to Property & Solid Waste Compliance Officer.

## **PROPERTY & SOLID WASTE COMPLIANCE OFFICER**

### **SUMMARY/PURPOSE**

Conduct the full range of complaint investigations, inspections, and enforcement actions involved in determining violations and gaining compliance with City codes and state laws. Create appropriate orders of corrective actions and/or summons for non-compliance where applicable. Assess inspection and investigation information to evaluate reoccurring code violations. Assist with coordination activities for related City offices/departments and community service agencies.

### **ESSENTIAL DUTIES AND RESPONSIBILITIES**

1. Coordinate and direct inspections and assist owners and tenants, through inspection, consultation, and enforcement, in maintaining their dwellings, premises, non-dwelling structures, and vacant lands in a safe, legal, and sanitary manner.
2. Implement programs to encourage solid waste reduction, including performing on-site business and multi-family dwelling inspections and educational training activities.
3. Establish networks with and attend meetings of groups related to abandoned/condemned property and abandoned and inoperable vehicles, including SARA (Scanning-Analysis-Response-Assessment), Hoarding Task Force, Landlord Association, and other community meetings.
4. Enforce regulations and codes governing the property maintenance of residential and commercial structures, the disposal of solid waste, abandoned property, abandoned or inoperative vehicles, and dangerous buildings, including response to complaints and investigation.
5. Coordinate response to complaints concerning garbage or refuse disposal, abandoned property and abandoned or inoperative vehicles.
6. Verify, upon renewal, that the State of Minnesota has inspected refuse collection vehicles, containers, and equipment of authorized haulers in order to ensure compliance with applicable regulations.
7. Respond to private hauler notices of violations.
8. Inspect dwellings, non-dwelling structures, and vacant lands for compliance with housing and fire, solid waste and abandoned property/vehicle codes and sanitary and safety standards, which includes routine inspections, notification of code violation, investigations, and follow-up and response to complaints.
9. Consult with other agencies as necessary for the enforcement of applicable ordinances and regulations relating to building, housing, and zoning.
10. Coordinate with Housing Inspectors on inspections and follow-up, when necessary.
11. Collect and organize evidence of violation and complete charge sheets for the City Attorney as appropriate.
12. Serve as a witness in court cases when required.
13. Maintain complete and accurate records of all inspections and daily records of all activities; and prepare information for monthly reports.
14. Interpret all relevant statutes, codes, and ordinances governing residential and commercial properties in order to inform property owners, contractors, building managers, tenants, and others of compliance regulations.
15. 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.
16. 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. Associate's Degree or certificate in building inspection, construction science, code enforcement, property rehabilitation or a related field, and two (2) years of full-time experience working in regulation/code enforcement, building inspection, or construction management; OR
  - B. Three (3) years of full-time, verifiable education or experience which demonstrates possession of the knowledge, skills, and abilities required.
2. License Requirements
  - A. Possession of a valid Class "D" Driver's License.
  - B. Acquire and maintain International Property Maintenance Certification within one year of employment.
3. Knowledge Requirements
  - A. Basic knowledge of state of the art solid waste reduction programs, recycling and compost procedures and facilities.
  - B. Knowledge of agencies and authorities authorized to act on garbage or refuse complaints.
  - C. Knowledge of regulations concerning collection vehicles and containers and equipment.
  - D. Basic knowledge of the handling of hazardous materials and medical sharps.
  - E. Knowledge of building construction methods.
  - F. Knowledge and application of applicable Minnesota state codes and local codes and ordinances.
  - G. Knowledge of proper inspection methods and procedures.
  - H. Knowledge of business computer application software, office methods, and procedures.
4. Skill Requirements
  - A. Skill in coordinating the efforts of governmental agencies, private industry and the general public.
  - B. Skill in effective oral and written communication.
  - C. Skill in providing excellent customer service.
  - D. Skill in dealing with difficult customers and stressful situations.
  - E. Skill in the use of computers and application software.
5. Ability Requirements
  - A. Ability to establish and maintain effective working relationships with owners, property managers, tenants, advocacy groups, law enforcement, contractors, workers, supervisors, peers, and the general public.
  - B. 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.
  - C. Ability to communicate effectively both orally and in writing.
  - D. Ability to keep current on changing regulations and procedures.
  - E. Ability to conduct effective inspections in a responsible and impartial manner.
  - F. Ability to explain and enforce regulatory provisions with firmness, tact, and courtesy.
  - G. Ability to use a computer to maintain inspection records and prepare clear, concise reports.
  - H. Ability to read and interpret codes and ordinances.
  - I. Ability to interpret safety rules and apply them to hazardous situations.
  - J. Ability to exercise good judgment and accept responsibility for one's decisions and

- actions.
- K. Ability to work independently with little supervision.
6. Physical Ability Requirements
- A. Ability to work outdoors during inclement weather.
  - B. Ability to frequently walk and climb and occasionally sit, stoop, kneel, crouch, crawl, and reach overhead in order to conduct inspections outside of buildings and remove refuse.
  - C. Fine dexterity to operate computers and other office equipment.
  - D. Ability to use appropriate PPE (personal protective equipment) which may include respiratory protection, eye protection, hard hats, and gloves.
  - E. Ability to lift and/or carry solid waste weighing up to 50 pounds.
  - F. Ability to transport oneself to, from, and around work sites.
  - G. Ability to attend work on a regular basis.

HR: HD	Union: Basic	EEOC: Technicians	CSB:	Class No: 1817
WC: 9410	Pay:	EEOF:	CC	Resolution:

## PROPERTY & SOLID WASTE COMPLIANCE OFFICER

### SUMMARY/PURPOSE

Conduct the full range of complaint investigations, inspections, and enforcement actions involved in determining violations and gaining compliance with City codes and state laws. Create appropriate orders of corrective actions and/or summons for non-compliance where applicable. Assess inspection and investigation information to evaluate reoccurring code violations-solid waste, abandoned vehicles, vacant buildings, and right of way or public health issues. Assist with coordination activities for related City offices/departments and community service agencies.

### ESSENTIAL DUTIES AND RESPONSIBILITIES ~~(other duties may be assigned)~~

1. Coordinate and direct inspections and assist owners and tenants, through inspection, consultation, and enforcement, in maintaining their dwellings, premises, non-dwelling structures, and vacant lands in a safe, legal, and sanitary manner.
- 4.2. Implement programs to encourage solid waste reduction, including performing on-site business and multi-family dwelling inspections and educational training activities.
- 2.3. Establish networks with and attend meetings of groups related to abandoned/condemned property and abandoned and inoperable vehicles, including SARA (Scanning-Analysis-Response-Assessment), Hoarding Task Force, Landlord Association, and other community meetings.
- 3.4. Enforce regulations and codes governing the property maintenance of residential and commercial structures, the disposal of solid waste, abandoned property, abandoned or inoperative vehicles, and dangerous buildings, including response to complaints and investigation.
- 4.5. Coordinate response to complaints concerning garbage or refuse disposal, abandoned property and abandoned or inoperative vehicles.
- 5.6. Verify, upon renewal, that the State of Minnesota has inspected refuse collection vehicles, containers, and equipment of authorized haulers in order to ensure compliance with applicable regulations.
- 6.7. Respond to private hauler notices of violations.
- 7.8. Inspect dwellings, non-dwelling structures, and vacant lands for compliance with housing and fire, solid waste and abandoned property/vehicle codes, and sanitary and safety standards, which includes routine inspections, notification of code violation, investigations, and follow-up and response to complaints.
9. Consult with other agencies as necessary for the enforcement of applicable ordinances and regulations relating to building, housing, and zoning.
- 8.10. Coordinate with Housing Inspectors on inspections and follow-up, when necessary.
- 9.11. Collect and organize evidence of violation and complete charge sheets for the City Attorney as appropriate.
- 10.12. Serve as a witness in court cases when required.
- 11.13. Maintain complete and accurate records of all inspections and daily records of all activities; and prepare information for monthly reports.
12. Interpret all relevant statutes, codes, and ordinances governing residential and commercial properties in order to inform property owners, contractors, building managers, tenants, and others of compliance regulations.
- 14.
- 13.15. 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. Serve as a Housing Inspector as needed.
- 14.16. Other duties may be assigned. Perform related work as required.

## 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. Associate's Degree or certificate in building inspection, construction science, code enforcement, property rehabilitation or a related field, and two (2) years of full-time experience working in regulation/code enforcement, building inspection, or construction management; OR
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  - E. Skill in the use of computers and application software.
5. Ability Requirements
  - A. Ability to establish and maintain effective working relationships with owners, property managers, tenants, advocacy groups, law enforcement, contractors, workers, supervisors, peers, and the general public.
  - A-B. 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.
  - B-C. Ability to communicate effectively both orally and in writing.
  - C-D. Ability to keep current on changing regulations and procedures.
  - D-E. Ability to conduct effective inspections in a responsible and impartial manner.

- ~~F.~~ Ability to explain and enforce regulatory provisions with firmness, tact, and courtesy.  
~~E.~~  
~~F.G.~~ Ability to use a computer to maintain inspection records and prepare clear, concise reports.  
~~G.H.~~ Ability to read and interpret codes and ordinances.  
~~H.I.~~ Ability to interpret safety rules and apply them to hazardous situations.  
~~I.J.~~ Ability to exercise good judgment and accept responsibility for one's decisions and actions.  
~~J.K.~~ Ability to work independently with little supervision.

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- A. Ability to work outdoors during inclement weather.  
B. Ability to frequently walk and climb and occasionally sit, stoop, kneel, crouch, crawl, and reach overhead in order to conduct inspections outside of buildings and remove refuse.  
~~C.~~ Fine dexterity to operate computers and other office equipment.  
~~G.D.~~ Ability to use appropriate PPE (personal protective equipment) which may include respiratory protection, eye protection, hard hats, and gloves.  
~~D.E.~~ Ability to lift and/or carry solid waste weighing up to 50 pounds.  
~~E.F.~~ Ability to transport oneself to, from, and around work sites.  
~~G.~~ Ability to attend work on a regular basis.

~~F.~~

HR: <del>HD</del>	Union: Basic	EEOC: Technicians	CSB: <del>11/04/2014</del>	Class No: 1817
WC: 9410	Pay: <del>29</del>	EEOF: <del>Sanitation/Sewage</del>	CC: <del>11/10/2014</del>	Resolution: <del>14-0559R</del>