

CITY OF BURBANK

CODE ENFORCEMENT MANAGER

DEFINITION

Under general direction, to manage, supervise, plan, and direct the activities of the Code Enforcement Section of the Community Development Department, including the administration and enforcement of the Burbank Municipal Code (BMC); and perform related work as required.

ESSENTIAL FUNCTIONS

Manages and supervises the Community Development Department's Code Enforcement Section; monitors and reviews staff work including ongoing case files, notices, reports, citations, and other documents; manages, trains, mentors, and evaluates employees; oversees and participates in the development and implementation of goals and objectives of the Section; researches, analyzes, and proposes amendments to the BMC; interprets and enforces the BMC and relevant county, state, and federal laws; updates policies and procedures; maintains a current understanding of laws, regulations, methods, and procedures affecting code enforcement activities; investigates and resolves complaints; responds to citizen complaints and inquiries from city officials in a timely manner; coordinates with City Attorney staff, providing assistance with code enforcement case preparation and/or prosecution; makes effective recommendations regarding hiring, promotions, transfers, and disciplinary action as needed, up to and including termination; prepares complex and sensitive reports and other written correspondence; attends and represents the City and the Community Development Department at public meetings and legal proceedings; develops and delivers presentations before community groups and legislative and enforcement bodies; assists in coordinating and developing public counter procedures; drives on City business.

MINIMUM QUALIFICATIONS

Employment Standards:

- Knowledge of – modern code enforcement procedures, municipal codes, the California Building Standards Law, California State Codes, property maintenance standards, development processes, and building construction terms, techniques, and procedures; planning, zoning, and entitlement requirements; methods of conducting zoning and property maintenance inspections; modern office techniques, procedures, and equipment; basic principles of customer service and conflict de-escalation techniques; the principles and practices of sound personnel management and supervision.
- Skill in – understanding, interpreting, and applying municipal, building, and zoning codes; interpreting property site and building construction plans; developing new programs and managing existing programs; operating a variety of office equipment, including modern desktop computers and associated software; composing and

delivering oral presentations to internal and external groups; applying professional customer service skills tactfully and effectively; addressing highly emotional and volatile situations using conflict de-escalation techniques; drafting and editing various code enforcement documents, including, but not limited to reports, notices, citations, appeals, and subpoenas.

- Ability to – Manage and participate in the administration of comprehensive code enforcement programs; supervise, train, mentor, and evaluate personnel; interpret, explain, and apply municipal codes and other local, state, and federal policies, laws, and regulations; prepare clear written reports and other documents; communicate effectively, both orally and in writing; speak in public and make presentations before government agencies and the public; mediate and arbitrate code enforcement cases; assist staff with professionally handling challenging situations; establish and maintain effective working relationships with supervisors, fellow employees, and the public.

Education/Training: Any combination of education and/or experience that has provided the knowledge, skills, and abilities necessary for acceptable job performance as determined by the City. Example combination includes, but is not limited to graduation from an accredited college or university with major course work in public administration, business administration, architecture, engineering, construction management, or related field; and five years of professional experience as a building inspector, housing inspector, city planner, plan check engineer, code enforcement inspector, or other related field, including two years at the supervisory level, at a level similar to a senior or management level building inspector, construction superintendent, construction manager, facilities manager, plan check engineer, project architect, and/or project engineer.

License & Certificates: A valid California Class “C” driver’s license or equivalent at time of appointment; certification as a Zoning Inspector, Property Maintenance and Housing Inspector, Building Inspector, or Plans Examiner or equivalent from the International Code Council (ICC) within one year of appointment.

SUPPLEMENTAL INFORMATION

Desirable Qualifications: Public sector experience and ICC certification as a Zoning Inspector, Property Maintenance and Housing Inspector, Building Inspector, or Plans Examiner, or equivalent at time of appointment; PC 832 Arrest certification from the California Commission on Peace Officers Standards and Training (POST).