

# **Attachment C**

Code Enforcement Manager Job Description

## CODE ENFORCEMENT MANAGER

**DEFINITION:** Under general direction, to plan, organize, and manage the activities and operations of the Code Enforcement Division within the Community Development Department; to ensure courteous, professional enforcement of municipal and state codes across areas such as zoning, building and safety standards, noise, short-term lodging, unpermitted beach activity, refuse control, business regulations, and commercial uses in residential zones; to oversee illegal dwelling and conditional use permit enforcement programs; and to perform related duties as assigned.

**DISTINGUISHING CHARACTERISTICS:** This is a management-level classification responsible for overseeing the City's Code Enforcement Division activities and operations. Incumbents independently perform the full scope of code enforcement duties and are expected to exercise substantial independence, initiative, decision making authority, and professional judgment within established policies and guidelines.

**SUPERVISION RECEIVED AND EXERCISED:** Receives direction from the Community Development Director. Provides direct supervision over assigned Code Enforcement Officers, trainees, and contract staff.

**ESSENTIAL DUTIES:** The following essential duties are typical for this classification. Incumbents may not perform all the listed duties and may be required to perform additional or different assignments from those below to address business needs and changing business practices:

- Plans, organizes, and oversees the day-to-day operational management of the Code Enforcement Division, including determining and recommending staffing needs to support assigned activities, operations, and projects;
- Ensures compliance and enforcement of municipal and state codes across areas such as zoning, building and safety standards, noise, short-term lodging, unpermitted beach activity, refuse control, business regulations, and commercial uses in residential zones and conducts proactive inspections;
- Oversees illegal dwelling, conditional use permit, and other newly established enforcement programs, including complex case management to ensure timely resolution of complaints, appeals, and public inquiries; directs the issuance of Notices of Violation, Administrative Citations, and related correspondence;
- Plans, organizes, selects, and supervises the work of assigned staff; coaches, motivates, monitors, corrects, and evaluates staff performance; recommends, implements, and provides staff training programs; recommends employee recognition,

discipline, and termination; ensures that City personnel policy and employee agreements are implemented and applied consistently;

- Serves as primary liaison with residents, business owners, city departments, and external agencies to address inquiries, investigate and resolve complex or sensitive issues, and maintain positive working relationships; represents the Code Enforcement Division in meetings and hearings;
- Makes determinations on building safety, such as red-tagging or yellow-tagging properties in unsafe or illegal dwelling situations, based on professional certifications;
- Develops and implements policies and procedures; revises municipal codes to close enforcement gaps and clarify compliance timelines;
- Manages administrative functions, including budget oversight, and contract approvals;
- Oversees workload distribution and supervision of contract staff for seasonal enforcement and hotline operations during peak workload periods;
- Conducts public education and outreach through presentations to community groups and associations;
- Coordinates interdepartmental efforts, including with Police, Public Works, and City Attorney, for joint operations and complex cases;
- Prepares and directs the preparation of a variety of complex analytical, statistical, and narrative records, reports, and correspondence;
- Ensures regulatory compliance by monitoring changes in state legislation and guiding staff through ongoing training and professional development;
- May perform building inspections leveraging Residential Building Inspector certification during staffing shortages; and
- Perform related duties as assigned.

**QUALIFICATIONS:** To perform this job successfully, an individual must be able to perform each essential duty. The requirements listed below represent the knowledge, skill, and ability required.

**Knowledge of:**

Applicable state and local laws, regulations, codes, and City policies related to zoning, building and safety standards, noise, short-term lodging, unpermitted

beach activity, refuse control, business regulations, and commercial uses in residential areas;

Principles, practices, and methods of municipal code enforcement, including due process requirements, investigative techniques, and complex case management;

Trends, best practices, and emerging issues in code enforcement programs and regulatory compliance;

Principles and practices of employee supervision, training, and performance evaluations;

Procedures for issuing Notices of Violation, Administrative Citations, and related enforcement correspondence;

Principles and methods of policy development, program evaluation, and municipal code revision;

Public agency budgeting, contract administration, and workload planning;

Building safety standards and inspection practices applicable to red-tag or yellow-tag determinations; and

Principles and practices of effective customer service, community engagement, and public outreach when working with residents, business owners, and other City departments.

**Ability to:**

Plan, organize, and manage the operations of the Code Enforcement Division to ensure timely and consistent enforcement of applicable municipal and state codes;

Interpret, apply, and clearly explain complex codes, ordinances, policies, and enforcement procedures to staff, property owners, business operators, and the public;

Oversee and, when necessary, conduct inspections, investigations, and case management activities, including making safety determinations consistent with professional certifications;

Prepare clear, concise, and comprehensive reports, presentations, policies, code amendments, and correspondence, and ensure the maintenance of accurate records;

Select, mentor, train, and evaluate staff; establish performance expectations; implement corrective or disciplinary actions in accordance with City policies; and provide oversight of consultants and contract staff as appropriate;

Coordinate joint enforcement efforts with internal departments and external agencies and represent the City in meetings, hearings, and enforcement proceedings;

Participate in the preparation, management, and monitoring of assigned budgets, contracts, resource allocation, and administrative functions of the division;

Effectively handle sensitive, confidential information and situations by demonstrating tact, diplomacy, prudence, and independent judgment;

Deliver effective public outreach, education, and communication to community groups, merchant associations, and residents;

Monitor changes in legislation, assess operational impacts, and guide staff through ongoing training and professional development;

Communicate clearly and concisely, both orally and in writing;

Regularly and predictably attend work;

Engage in face-to-face meetings;

Understand and follow posted work rules and procedures;

Accept constructive criticism; and

Establish and maintain cooperative working relationships with those contacted during work.

This position may be required to work outside of normal work schedule as needed.

**PHYSICAL REQUIREMENTS AND ENVIRONMENTAL WORKING CONDITIONS:**

While performing the duties of this job, the employee is frequently required to walk, sit, talk, or hear. The employee is occasionally required to use hands to finger, handle, feel, or operate objects, tools, or controls and reach with hands and arms. The employee is occasionally required to climb, balance, stoop, kneel, crouch, or crawl. The employee must regularly lift and/or move up to 50 pounds. Specific vision abilities required by this job include close vision, color vision, and the ability to adjust focus. The employee will work indoors and outdoors and may occasionally be exposed to wet and/or humid conditions. The noise level in the work environment is usually quiet while in the office and

moderate when in the field. The location of the position may be at a recreation center, senior center, beach, bay, or harbor.

**EXPERIENCE, EDUCATION AND LICENSE &/OR CERTIFICATE:** A combination of experience and education which would likely provide the required knowledge and abilities to qualify. A typical way to obtain the knowledge and abilities would be:

**Experience:** Five years of increasingly responsible code enforcement and compliance experience, including two years in a supervisory or lead role.

**Education:** Equivalent to completion of an Bachelor's degree in criminal justice, public administration, business administration, planning, engineering, or a related field is required.

**License(s):** Due to the performance of some field duties, which require the operation of a personal or City vehicle, a valid and appropriate California driver's license and an acceptable driving record is required.

**Certificate(s):** Possession of Penal Code Section 832 (POST Certificate) certification. Residential Building Inspector certification and advanced professional code enforcement training certifications are highly desirable.

**Disaster Service Worker:** In accordance with Government Code Section 3100, City of Newport Beach Employees, in the event of a disaster, are considered disaster service workers and may be asked to respond accordingly.

Employee Group: Key & Management Compensation Plan  
FLSA Designation: Exempt  
Department: Community Development  
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