

City of Springfield, Oregon: Assistant Community Services Manager

This is a class specification and not an individualized job description. A class specification defines the general character and scope of responsibilities of all positions in a job classification, but it is not intended to describe and does not necessarily list every duty for a given position in a classification.

Representation: Non-union	FSLA: Exempt
Job Code: 168235	Grade/Range: 37
	Effective Date: April 2007

General Summary of Duties

Under the general supervision of the Community Services Manager, provides assistance in the supervision and coordination of the daily operations of the Community Services Division including building permit review and inspection services, code enforcement activities, business licensing procedures and property management responsibilities. Coordinates and assists with training of division staff, provides administration and oversight of the City's code enforcement activities, assists in the monitoring of the inspection and plan review process; assists in the supervision of the leasing and sale of City owned properties and provides direction and oversight in business licensing responsibilities. Creates and maintains strong relationships with elected officials, stakeholder groups, media and the development community. Performs related duties as required.

Distinguishing Characteristics

The principle function of an employee in this classification is to provide assistance in the day-to-day supervision and oversight of Community Services staff and Division functions in the capacity as a working manager. Incumbents are responsible for independent decision making that requires reasonable and equitable judgment and the expectation to resolve most public relations/business conflict without direct assistance from the Community Services Manager.

The Assistant Community Services Manager is distinguished from the Community Services Manager in its more limited technical responsibilities of State Building Code administration and related technical responsibilities within the division and its role of implementing and carrying out the overall direction of the Community Services Manager. The Assistant Community Services Manager does not require the technical knowledge or responsibility to act in an official decision-making capacity in regards to technical building official or inspection duties. However, they are able to coordinate actions and carry out decisions resulting from building official or inspection duties. The Community Services Manager (Building Official) retains responsibility for oversight of technical inspection and building safety duties.

Supervision Received and Exercised:

Reports to the Community Services Manager. Supervises and/or coordinates the daily activities of all Community Services staff and the coordination of program responsibilities under direction by the Community Services Manager.

Essential Job Functions: Any one position may not include all of the duties listed nor do the listed examples include all tasks, which may be found in positions of this class.

- Supervises staff responsible for Property Management, Business Licensing, and Code Enforcement duties; Provides assistance to the Community Services Manager in the supervision of staff responsible for Building Safety duties;
- coordinates, organizes and evaluates the daily work activities of assigned staff by prioritizing and assigning work to personnel in order to meet division goals; Insure performance evaluations of assigned staff are current and accurately reflect employee's performance;
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- Provides recommendations and/or options to the Community Services Manager for the ongoing operations of the Division, including permit and inspection services, code enforcement, business licensing and property management functions; interacts with architects/engineers, builders/developers, property owners and media to explain Division program responsibilities or actions
- Confers with contractors, developers, attorneys, staff, and other public agencies to resolve administrative issues of construction, code enforcement, business licensing or property management issues; acts as a liaison with other departments and public agencies on work unit problem areas;
- Maintains current and comprehensive records for document control of complex building projects; code enforcement actions; property management and business licensing issues; completes legal research for Division issues; conducts site visits as needed to resolve issues;
- Coordinates with inspection, plan review and code enforcement staff to ensure consistency in the application of code requirements; Develops, administers, and monitors assigned program budgets; prepares or requests supplemental budgets and budget adjustments as needed; attends Budget committee meetings.
- Coordinates the abatement or demolition of substandard and/or dangerous buildings; initiates and files construction/demolition orders and monitors onsite activities;
- Supervises the issuance of building permits and the collection of related fees; reviews appeals, and upholds the fee or initiates fee refunds.
- Assists the Community Services Manager in the training of staff for field and office procedures and customer service;
- Serves on a variety of task teams and committees; develop reports and include making presentations to public bodies;
- Maintains regular job attendance and adherence to working hours
- Performs other related duties consistent with the role and function of the classification.

Qualifications

Knowledge of:

- The policies and procedures necessary for the effective enforcement of the State Building Code ;
- The methods and practices involved in building design and construction;
- Citation authority and court procedures;
- Plan review and inspection methods and procedures;
- Federal, state and local codes and regulations;
- Statutes and regulations that effect division activities;
- Property management responsibilities and real estate practices;
- Program coordination, organizing and evaluation techniques;
- Conflict resolution methods;
- Supervisory techniques, methods and principles;

Ability to:

- Utilize knowledge of building procedures/policies as they relate to residential and commercial construction;
- Apply various building codes and regulations in City inspection services;
- Maintain calmness in verbally emotional confrontations with the ability to respond in a logical and decisive manner without overreaction;
- Accept ambiguity and contradiction as a natural part of the working environment;
- Represent the City in court hearings;
- Make sound and prudent decisions in property management and real estate transactions;
- Effectively explain code violations to contractors, builders and property owners;
- Operate computers, associated software and other equipment sufficiently to perform the duties of the position;
- Complete timely, accurate and understandable reports, letters and other correspondence;
- Establish and maintain effective work relationships with co-workers, contractors, vendors, other agencies and the public;
- Create and maintain strong relationships with elected officials, stakeholder groups, media and the development community;
- Remain calm in emotionally charged situations and to respond in a logical and decisive manner that maintains constructive working relationships;
- Resolve conflicts equitably and responsively;
- Work with ambiguity and contradiction as a natural part of the working environment;
- Anticipate problems/issues with limited information and present options for resolution;
- Establish and demonstrate a clear direction for staff;
- Balance conflicting needs in a fast-paced work environment;
- Communicate clearly and effectively, both orally and in writing;
- Conduct inspections safely at sites that are in various stages of construction, and may require walking on uneven terrain, and climbing ladders and scaffolding;

Experience and Training: Any equivalent combination of education and experience which provides the knowledge, skills and abilities required to perform the job. A typical way to obtain the knowledge, skills and abilities would be:

Completion of four-year college program with a degree in a related field plus related work experience; typically five years, of increasingly responsible experience including three years as a supervisor. Additional related work experience may be substituted for the required education.

Required Special Qualifications

- A valid State of Oregon driver’s license at time of appointment.

Working Conditions

The principal duties of this class are performed in a general office environment, and may involve occasional field work traveling to and working at development sites. The incumbent must have the mobility and ability to conduct inspections safely at sites that are in various stages of construction, and may require walking on uneven terrain, climbing ladders and scaffolding; climbing over and crawling under structures.

Persons with disabilities may be able to perform the essential duties of this class with reasonable accommodation. Reasonable accommodation will be evaluated on an individual basis and depends, in part, on the specific requirements for the job, the limitations related to the disability and the ability of the hiring department to accommodate the limitation.

Classification History: 2007.04 - New classification