Code Compliance Associate Manager

General Information

Classification Code:	MGRASO
Effective Date:	January 22, 2024
Pay Grade:	C44
FLSA Status:	Exempt

Position Summary

The Code Compliance Associate Manager supervises the daily operations of the Code Compliance Program including projects and activities related to enforcement of City codes, abatement programs, and citation issuance and tracking. Provides technical interpretation of Springfield Development Code and Municipal Code. Plans, supervises, and reviews compliance officer activities. Performs diverse, specialized, and complex work involving significant accountability and decision-making responsibilities. Serves as a member of the Development Center Managers Team. Performs other duties of a similar level or nature.

Classification Characteristics

The Code Compliance Associate Manager provides day-to-day supervision for code compliance staff and performs code inspections and related technical functions in the capacity of a working supervisor. The Code Compliance Associate Manager understands and interprets codes and meaningfully participates in setting the strategic direction of the program. Incumbent is responsible for independent decision making that requires technical judgment, detailed knowledge of applicable codes, and the expectation to resolve most customer service and code compliance issues and conflicts with little supervision or assistance.

The Associate Manager is a broad, working professional/management level classification responsible for planning and overseeing the operations of a technical, professional and/or specialized function, including the development of medium and long term operational, development, public improvement, or strategic plans consistent with the goals and priorities established at higher levels. Associate Managers are differentiated from Manager/Program Managers in that the higher-level classification assists with the management of multiple divisions, sections, and/or major programs, or managing the administrative operations of a single division.

Essential Duties

The duties listed below are a typical sample; position assignments may vary.

1	Manages and supervises staff to include participating in the selection of employees; making hiring and termination recommendations; ensuring staff are trained; evaluating performance; implementing discipline; scheduling, prioritizing, assigning, monitoring, and reviewing work; ensuring that employees follow policies and procedures and maintain a healthy and safe working environment. Responds to grievances.
2	Issues operational direction for staff including the analysis and interpretation of codes and laws related to compliance under the development code, municipal code, and state statute. Monitors compliance officer daily activities. Provides direction and guidance regarding compliance activities, site investigations, scheduling, code interpretation, violation of fee determination and assessment, policies, and procedures. Determines course of action for cases requiring disposition including emergency abatement and property lien assessment. Consults with City Attorney, Building Official, Fire Marshals Office, Police staff, Planning staff, and others as needed to resolve issues.

Essential Duties	
3	Researches, develops, and recommends draft ordinances and amendments to City code relating to code compliance activities while staying current with federal, state, and county codes and procedures.
4	Serves as the primary point of contact and technical expert for all Community Development compliance and enforcement matters. Receives and responds to complaints of code violations from the public, City staff, and others. Enters and tracks case information. Conducts and assigns field investigations to staff.
5	Develops and conducts public presentations, educational sessions, and trainings for staff, community members, and professional stakeholder groups regarding various code compliance activities, public awareness and outreach programs, and regulations related to compliance.
6	Develops and recommends revisions to procedures, policies, and performance standards and ensures maintenance of forms, records, and reports that provide documentation and evaluation of code compliance activities.
7	Develops recommendations, prepares reports, and presents to City Council and other public forums relating to ordinances, regulations, and community code compliance. Researches, prepares, and submits case materials and information for legal proceedings with City Attorney as necessary for prosecution. Acts as the City representative in municipal court proceedings.
8	Resolves complex and sensitive code violation issues. Performs onsite inspections of property, investigates, and conducts research to determine compliance. Uses tact and diplomacy to encourage voluntary compliance. Employees conflict resolution techniques to resolve sensitive interactions.
9	Manages and monitors assigned budget area. Interprets and uses financial data to make informed business decisions. Monitors and recommends appropriate financial measures. Manages and monitors contracts and purchasing for assigned budget area.
10	Performs other duties of a similar nature or level.

Functional Specific Responsibilities
N/A.

Qualifications

Minimum Qualifications:
- Associate degree or two-year technical certificate and 3-5 years of related experience including or an equivalent combination of education and experience to successfully perform the job.
- 1-2 years supervisory experience is required.

Licensing/Certifications:
- Valid Oregon Driver's license and ability to maintain by time of hire.
- Certification from the American Associate of Code Enforcement as either a Property Maintenance and Housing Inspector or Zoning Enforcement Officer within six months of appointment.

Technology Skills:
- Calendar and scheduling software — Scheduling software
- Cloud-based data access and sharing software — Microsoft SharePoint
- Compliance software — Accella, Tyler
- Data base management system software — Database management software
- Data base user interface and query software — Microsoft Access
- Document management software — Adobe Systems Adobe Acrobat, Foxit
- Electronic mail software — Email software; Microsoft Outlook
- Human resources software — Human resource information system (HRIS)

Qualifications

- Internet browser software — Apple Safari; Microsoft Internet Explorer; Mozilla Firefox; Web browser software
- Office suite software — Microsoft Office software
- Operating system software — Microsoft Windows
- Presentation software — Microsoft PowerPoint
- Project management software — Microsoft Project
- Spreadsheet software — Microsoft Excel
- Word processing software — Microsoft Word

Knowledge Required:

- Administration and Management — Knowledge of business and management principles involved in strategic planning, resource allocation, human resources modeling, leadership technique, production methods, and coordination of people and resources.
- Administrative — Knowledge of administrative and office procedures and systems such as word processing, managing files and records, stenography and transcription, designing forms, and workplace terminology.
- Customer and Personal Service — Knowledge of principles and processes for providing customer and personal services. This includes customer needs assessment, meeting quality standards for services, and evaluation of customer satisfaction.
- Education and Training — Knowledge of principles and methods for curriculum and training design, teaching and instruction for individuals and groups, and the measurement of training effects.
- English Language — Knowledge of the structure and content of the English language including the meaning and spelling of words, rules of composition, and grammar.
- Law and Government — Knowledge of laws, legal codes, court procedures, precedents, government regulations, executive orders, agency rules, and the democratic political process.
- Personnel and Human Resources — Knowledge of principles and procedures for personnel recruitment, selection, training, compensation and benefits, labor relations and negotiation, and personnel information systems.
- Public Safety and Security — Knowledge of relevant equipment, policies, procedures, and strategies to promote effective local, state, or national security operations for the protection of people, data, property, and institutions.

Skills:

- Active Learning — Understanding the implications of new information for both current and future problem-solving and decision-making.
- Active Listening — Giving full attention to what other people are saying, taking time to understand the points being made, asking questions as appropriate, and not interrupting at inappropriate times.
- Complex Problem Solving — Identifying complex problems and reviewing related information to develop and evaluate options and implement solutions.
- Coordination — Adjusting actions in relation to others' actions.
- Critical Thinking — Using logic and reasoning to identify the strengths and weaknesses of alternative solutions, conclusions, or approaches to problems.
- Instructing — Teaching others how to do something.
- Judgment and Decision Making — Considering the relative costs and benefits of potential actions to choose the most appropriate one.
- Monitoring — Monitoring/Assessing performance of yourself, other individuals, or organizations to make improvements or take corrective action.
- Negotiation — Bringing others together and trying to reconcile differences.
- Reading Comprehension — Understanding written sentences and paragraphs in work-related documents.
- Service Orientation — Actively looking for ways to help people.
- Social Perceptiveness — Being aware of others' reactions and understanding why they react as they do.
- Speaking — Talking to others to convey information effectively.
- Time Management — Managing one's own time and the time of others.
- Writing — Communicating effectively in writing as appropriate for the needs of the audience.

Qualifications

Abilities:
- Category Flexibility — The ability to generate or use different sets of rules for combining or grouping things in different ways.
- Deductive Reasoning — The ability to apply general rules to specific problems to produce answers that make sense.
- Far Vision — The ability to see details at a distance.
- Fluency of Ideas — The ability to come up with a number of ideas about a topic (the number of ideas is important, not their quality, correctness, or creativity).
- Inductive Reasoning — The ability to combine pieces of information to form general rules or conclusions (includes finding a relationship among seemingly unrelated events).
- Information Ordering — The ability to arrange things or actions in a certain order or pattern according to a specific rule or set of rules (e.g., patterns of numbers, letters, words, pictures, mathematical operations).
- Near Vision — The ability to see details at close range (within a few feet of the observer).
- Oral Comprehension — The ability to listen to and understand information and ideas presented through spoken words and sentences.
- Oral Expression — The ability to communicate information and ideas in speaking so others will understand.
- Problem Sensitivity — The ability to tell when something is wrong or is likely to go wrong. It does not involve solving the problem, only recognizing that there is a problem.
- Selective Attention — The ability to concentrate on a task over a period of time without being distracted.
- Speech Clarity — The ability to speak clearly so others can understand you.
- Speech Recognition — The ability to identify and understand the speech of another person.
- Written Comprehension — The ability to read and understand information and ideas presented in writing.
- Written Expression — The ability to communicate information and ideas in writing so others will understand.

Physical Requirements

Key	None 0% (0 hrs.)	Seldom 1-10% (Up to 1 hrs.)	Occasionally 11-35% (Up to 3 hrs.)	Frequently 36-75% (3-6 hrs.)	Continuous 76-100% (6+ hrs./day)

	0%	1-10%	11-35%	36-75%	76-100%		0%	1-10%	11-35%	36-75%	76-100%
BODY POSITIONS						**PUSH/PULL**					
Standing			X			0-10 lbs.		X			
Sitting			X			11-20 lbs.	X				
Walking – Even Surface			X			21-50 lbs.	X				
Walking – Uneven Surface		X				51-75 lbs.	X				
Kneeling		X				76-100 lbs.	X				
MOVEMENTS						**ENVIRONMENTAL HAZARDS**					
Bending/Stooping		X				Indoors				X	
Twisting		X				Outdoors				X	
Crawling	X					Dust		X			
Squatting/Crouching		X				Fumes/Odors/Gasses	X				
Balancing		X				Chemical Agents	X				
Reach – Overhead		X				Biological Agents	X				

Physical Requirements

	1	2	3	4	5		1	2	3	4	5
Reach – Forward		X				Noise – Low				X	
Reach – Backward		X				Noise – Moderate		X			
Climbing – stairs		X				Noise – High		X			
Climbing - ladder	X					Low Light		X			
USE OF HANDS						Heat			X		
Grasping – whole hand			X			Cold			X		
Grasping – pinch grip			X			Restricted workspace	X				
Fine manipulation/feeling			X			Vibration – whole body	X				
Keyboarding				X		Vibration - extremity	X				
LIFT/CARRY						**JOB SPECIFIC**					
0-10 lbs.			X			Driving – vehicle/equipment				X	
11-20 lbs.	X					Operate foot controls				X	
21-50 lbs.	X					Seeing					X
51-75 lbs.	X					Talking					X
76-100 lbs.	X					Hearing					X
						Extended work hours		X			

Classification History

2024.01 Created and adopted

I have reviewed the job description.

Employee: Name_____ Signature _____ Date _____