

City of Bellingham

Classification Specification

CLASS TITLE	Neighborhood Code Compliance Officer
DEPARTMENT	Police
UNION:	1937
SG:	12
CS:	Yes
FLSA:	Y
EE04CODE:	TE

NATURE OF WORK:

Performs duties associated with enforcing various City ordinances regarding environmental regulations, litter, parking, nuisance abatement, or other violations of the law. The position involves a high degree of public contact. Works independently under the guidance of City ordinances and established policies and procedures. Performs some physical labor associated with litter clean up and leading work crews. Participates in public education programs. Supervises volunteers, seasonal labor and others as assigned. Maintains close relationships with code enforcement and compliance personnel from other City departments.

DISTINGUISHING CHARACTERISTICS:

This position is distinguished by a high degree of public contact to investigate and resolve complaints related to residential environmental regulations and enforce City ordinances with primary focus on the following: Garbage Collection (BMC 9.12); Litter Control (BMC 10.60); Junk Vehicles (BMC 10.28.020 D); Graffiti (BMC 10.28.020 L) and Refrigerators and large containers (BMC 10.28.020 M).

The Neighborhood Code Compliance Officer differs from the Code Compliance Officer position which performs work involving field investigation, observation and resolution of alleged or apparent violations of the Bellingham Municipal Code primarily in the industrial and/or commercial setting.

SUPERVISORY RELATIONSHIPS:

Work is performed independently under the direction the Outreach Sergeant of the Bellingham Police Department or his/her designee within Departmental policies, procedures and guidelines. Work may be reviewed via oral and written reports as well as inspection or review of the following: field work, contact with the public, case files, case presentation and contact with other departments and/or agencies. Works independently under the guidance of City ordinances and established policies and procedures. Supervises volunteers, seasonal labor and other federally or State funded personnel as assigned. Maintains close working relationships with Operations Division of Public Works Department and the Police Department.

ESSENTIAL FUNCTIONS:

1. Receives and responds to citizen complaints concerning litter control, nuisance conditions, improper disposal of moderate risk waste, illegal trash dumping, parking, garbage collection or other violations of the law. This includes a primary focus on ensuring a residence or business has appropriate garbage service, ensuring property owners keep premises free of litter, and abatement of junk vehicles, graffiti and refrigerators and large containers. Coordinates with appropriate City staff and departments to resolve problems and complaints. Takes appropriate corrective action as necessary: contacts citizens, investigates incidents, issues citations and makes court appearances, the goal being compliance rather than punishment. Enters reports into LongArm regarding these incidents.
2. Supervises crews assigned to cleanup operations. Plans, develops and implements programs with citizen groups and other City staff for neighborhood cleanups as assigned.
3. Performs physical labor using hand tools and moderate lifting to remove trash and accumulated debris from public property as well as litter cleanup associated with parking or encampment issues. Picks up abandoned, stolen, or found bicycles and either disposes of or impounds them.
4. Participates in public education programs and community meetings designed to create awareness and effect behavioral changes regarding waste control issues, litter, parking, or other violations of the law by making presentations and assisting in the development of promotional campaigns as assigned.

ADDITIONAL WORK PERFORMED:

1. May be required to collect and impound evidence.
2. Performs other related duties as assigned within the scope of the classification.

KNOWLEDGE AND SKILLS:

Knowledge of:

- Compliance requirements outlined in applicable municipal codes, regulations and ordinances.
- Working knowledge of governmental functions and processes.

Skill in:

- Strong interpersonal skills to establish and maintain effective working relationships with employees of City departments and organizations dealing with sanitation and solid waste matters.
- Strong written and oral communication skills for working with personnel, organizations and the general public, and for making public presentations, conducting interviews and investigations.

Ability to:

- Ability to follow oral and written instructions.
- Ability to work independently with a minimum of supervision.
- Word processing and other computer skills necessary to prepare reports, transcribe investigations information and accurately maintain records.
- Ability to conduct fact-finding investigations and prepare reports appropriately documenting complaints and problems.
- Ability to interact effectively with a variety of people with courtesy and tact, including the ability to remain calm in stressful situations with angry or upset citizens and in dealing with fellow employees.
- Ability to negotiate problem resolution with the public concerning a variety of issues surround City code compliance issues.
- Adequate hearing, vision, physical ability and endurance to perform the assigned duties.
- Ability to supervise the planning and assigning of work and scheduling of personnel.
- Coordinate and communicate with Mayor's Neighborhood Advisory Committee (MNAC) regarding neighborhood issues.
- Maintain consistent and punctual attendance.
- Ability and willingness to demonstrate the Public Service Competencies of Service Orientation, Results Orientation and Teamwork and Cooperation.
- Physical ability to perform the essential functions of the job, including:
 - Correctable visual acuity, hearing and manual dexterity sufficient to operate a motor vehicle;
 - Frequently operate a computer and read a computer screen or typewritten page;
 - Move between work sites and navigate uneven terrain;
 - Lift and transport objects weighting up to fifty (50) pounds.

WORKING ENVIRONMENT:

Works in an office setting and outside in a variety of weather conditions. Frequently interacts with the public and with professionals in the field, which may include exposure to hostile, offensive language or interactions with angry or volatile individuals. The work environment includes a normal range of conditions from the noise of standard office equipment to the seasonal weather conditions in the field. There are also moderate everyday risks involved in working with the public and a variety of situation-specific conditions, which may include responding to toxic materials spills.

EXPERIENCE AND TRAINING REQUIREMENTS:

- Two years of experience working with the general public and public agencies in problem resolution or enforcement activities required.
- Associate degree in communications preferred, environmental studies desirable.
- Experience in code enforcement preferred.
- Experience in investigation, such as law enforcement training or report writing desirable.
- Proficient use of computer for word processing required.
- Toxic materials handling experience preferred.
- Supervisory experience preferred.
- Experience with special needs populations preferred.
- A combination of education and experience, which may include community college coursework toward the Associate degree, may be substituted for required experience.

NECESSARY SPECIAL REQUIREMENTS:

- Valid Washington State driver license at the time of hire and good driving record. A three-year driving record abstract must be submitted at time of hire, with periodic submission of driving abstract per City policy.
- Employment contingent upon passing a criminal convictions records check, background investigation, polygraph examination and fingerprinting. Subject to re-check every five years.
- Must qualify for a limited commission from the Bellingham Police Department.

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COMMISSION ADOPTION: 1/8/2020