



NEIGHBORHOOD SERVICES OFFICER

Department: Community Development Department
Reports to: Chief Building Official

GENERAL PURPOSE: Under general direction, enforces property maintenance and nuisance codes for the City; provides written reports and violation notices; research state statutes and city codes; assists department with research related to city codes; and issues citations for those who do not comply with written notices.

PRIMARY DUTIES AND RESPONSIBILITIES:

*The following duties **ARE NOT** intended to serve as a comprehensive list of all duties performed by all team members in this classification, only a representative summary of the primary duties and responsibilities. Incumbent(s) may not be required to perform all duties listed and may be required to perform additional, position-specific duties.*

- Conducts field work and inspections of properties related to property maintenance, nuisance, and zoning codes; writes up violations, if found; and documents and takes pictures of violation issues.
- Writes citations as necessary for code violations. Coordinates with court personnel on citations and upcoming court cases.
- Conducts court re-checks of properties scheduled for court; documents and takes pictures of properties not in compliance; and provides an update for the judge; attends court to respond to any questions.
- Responds to call outs from other departments including engineering, police, animal control and public works; conducts inspection of property and may post property as unfit for human habitation as required.
- Researches, prepares, and submits routine, recurring and special reports to management including quarterly reports; and makes council presentations as requested.
- Research city codes and state statutes; and responds to foreclosures and evictions with the County Sherriff's office as needed.
- Responds to questions from the public, property owners, and other parties/agencies by explaining the applicability of codes, ordinances, city and state statutes and related regulations and industry standards, the codes enforcement processes, and case-specific information while maintaining required security and confidentiality of information created or encountered in the course of assigned duties.
- Creates and maintains files and related records in manual and automated systems and assures proper retention and archiving.
- Supports the relationship between the City of Mission and the constituent population by providing excellent customer service; promotes the City goals and priorities in compliance with all policies and procedures; maintains absolute confidentiality of work-related issues, client records and City information; and performs related duties as required or assigned.
- Ensures that job duties are completed in strict adherence to established safe work practices.

MINIMUM QUALIFICATIONS:

Education and Experience:

High School Diploma/GED and two years of experience as a code enforcement officer for a municipal jurisdiction, or an equivalent combination of education, training, and experience.

Required Licenses or Certifications:

JOB DESCRIPTION

Neighborhood Services Officer

- Possession of a valid State of Kansas or Missouri Driver's License.
- Completion of ICC Housing and Property Maintenance Inspector Certification or the ability to obtain full certification within six (6) months of appointment.

Required Knowledge of:

- Standards and procedures for examination and evaluation for compliance with required codes, ordinances, and industry standards.
- City/departmental standards for the creation and maintenance of records, including automated records and databases.
- Procedural and legal processes involved in the resolution of code violations.
- Federal, state, and local laws applicable to building and zoning codes.
- Effective communication principles and practices to include public relations.
- Modern office procedures, methods, and equipment including computers, computer applications such as word processing, spreadsheets, and statistical databases.
- English usage, spelling, grammar, and punctuation.
- Principles of business letter writing.

Required Skill in:

- Utilizing personal computer software programs and other relevant software affecting assigned work and in compiling and preparing spreadsheets.
- Establishing and maintaining effective working relationships with staff, management, vendors, outside agencies, community groups and the public.
- Receiving and reviewing reports or allegations of code violations to determine administrative actions required.
- Preparing and maintaining case files and records for code violations in both manual and computer-based systems.
- Scheduling site inspections and investigations in response to code violations or allegations.
- Communicating effectively verbally and in writing sufficient to explain the codes enforcement processes and requirements to interested and affected parties.
- Interpreting and administering policies and procedures sufficient to discuss, resolve, and explain them.
- Conduct code interpretations, building inspections, and code enforcement duties.
- Maintaining confidentiality and communicating with tact and diplomacy.

Physical Demands / Work Environment:

- Work is performed in a field environment; routinely travels to various inspection sites and occasionally may be exposed to potential threats, hazardous chemicals and infested conditions when conducting on-site inspections. Proper use of PPE may be necessary on some investigations.

Grade: 14

Salary Range: \$22.16 - \$32.08