


TOWN OF WINDHAM

Position Title: Code Enforcement Officer
Department: Code Enforcement and Zoning Administration
Reports to: Code Enforcement Director
Classification: Non-Exempt 15

Date: _____
Incumbent: _____
Supervisor: _____
Town Manager: 

General Summary:

This is a technical and administrative position that provides support to the Code Enforcement Department including but not limited to monitoring and enforcing a variety of applicable ordinances, codes, and regulations related to zoning, land use, building codes, health and safety, wastewater and other matters of public concern. Responsibilities include serving as a resource and providing information on Town regulations to property owners, residents, businesses, the general public, and other Town departments. Performance is evaluated based on daily observation and results.

Essential Functions:

- Perform a variety of field and office work in support of the Town's code enforcement department; enforce compliance with Town regulations and ordinances including those pertaining to zoning, land use, building codes, health and safety, wastewater, and other matters of public concern.
- Receive and respond to citizen complaints and reports from other agencies and departments on alleged violations of Town zoning and related municipal codes and ordinances; interview complainant and witnesses; conduct investigations and provide recommendations for resolution.
- Conduct field investigations; inspect properties for violations; attempt to make contact at the residence or business in order to resolve violations; issue and post warning notices, corrective notices, orders to comply, and related documentation for code violations; schedule and perform all follow-up functions to gain compliance including inspections, calls, meetings, discussions, and negotiations to ensure compliance with appropriate codes and ordinances; and issue notices of violation, as necessary.
- Prepare evidence in support of legal actions taken by the Town; appear in court as necessary; testify at hearings and in court proceedings as required.
- Maintain accurate documentation and case files on all investigations, inspections, enforcement actions, and other job related activities including accurate and detailed information regarding code enforcement activity to substantiate violations; draw diagrams and illustrations and take photographs.
- Prepare a variety of written reports, memos, and correspondence related to enforcement activities.
- Identify and evaluate problem areas and/or ordinance violations; determine proper method to resolve violations.

- Attend meetings and serve as a resource to other Town departments, the general public, and outside agencies in the enforcement of zoning regulations; provide research and documentation for meetings; interpret and explain municipal codes and ordinances to members of the general public, contractors, business owners, and other interested groups in the field, over the counter, and on the telephone.
- Operate computer and/or tablet to enter, process, and acquire data relative to complaints, inspection sites, and effective code enforcement; research complaints.
- Evaluate dangerous buildings; post the property as necessary; notify owners, Public Works and the Public Safety.
- May assist in researching, drafting, and rewriting municipal codes; participate in the development of forms and processes utilized to address various issues.

Other Duties and Responsibilities:

- Perform related duties in support of the Code Enforcement and Zoning Administration as required.

Competencies:

Working knowledge of

- Operations, services, and activities of a municipal code compliance program;
- Pertinent codes, ordinances, laws, and regulations pertaining to zoning, nuisance abatement, building, health and safety, and related areas;
- Procedures involved in the enforcement of codes and regulations including methods and techniques of conducting and documenting field investigations;
- Legal actions applicable to code enforcement compliance;
- Effective public relations practices;
- Principles and procedures of record keeping;
- Methods and techniques of business correspondence and technical report preparation;
- Office procedures, methods, and equipment including computers, tablet and spreadsheet applications;
- Occupational hazards and standard safety practices; and
- Geographic features and locations within the area served.

Ability to

- Independently perform a full range of municipal code enforcement and compliance duties;
- Interpret and apply applicable codes, ordinances, and regulations related to zoning, nuisance abatement, and health and safety issues;
- Inspect and identify violations of applicable codes and ordinances;
- Enforce pertinent codes, ordinances, laws, and regulations with impartiality and efficiency;
- Respond to inquiries, complaints, and requests for service in a fair, tactful, and firm manner;
- Investigate complaints and mediate resolutions in a timely and tactful manner;
- Prepare accurate and detailed documentation of investigation findings;
- Maintain logs, records, and files;
- Research, compile, and collect data;
- Prepare clear and concise technical reports;
- Make oral presentations and testify in court;

- Work independently in the absence of supervision;
- Read Town Assessor's maps and property profiles;
- Read and interpret legal documents and descriptions;
- Understand and follow oral and written instructions;
- Communicate clearly and concisely, both orally and in writing; and
- Establish and maintain effective working relationships with those contacted in the course of work.

Required Education/Experience:

- Associates Degree in building technology;
- Five (5) years' experience in building and construction, including plumbing, septic and electrical systems;
- Working knowledge of federal and state statutes with respect to building construction, zoning, fire prevention and environmental issues; or
- Any equivalent combination of education and experience which demonstrates possession of the necessary knowledge, skills and abilities.

Additional Eligibility Qualifications:

- Maine driver's license, Class C;
- Maine Local Plumbing Inspector Certification;
- Maine Code Enforcement Officer Certification;
- Computer literacy and experience with Microsoft Office products.

Working Conditions/Physical Demands:

Moderate physical effort required. Primary functions require sufficient physical ability and mobility to work in an office and field environment; to stand, stoop, reach, bend, kneel, squat, climb ladders, and walk on uneven terrain, loose soil, and sloped surfaces; to lift and/or carry light weights; to operate office equipment requiring repetitive hand movement and fine coordination including use of a computer keyboard; ability to operate a vehicle to travel to various locations; and to verbally communicate to exchange information. Exposure to indoor and outdoor environments; work alone; travel from site to site; incumbents may be exposed to noise, dust, inclement weather conditions, and potentially hostile environments.

The above statements are intended to describe the general nature and the level of work being performed by people assigned to do this job. The above is not intended to be an exhaustive list of all responsibilities and duties required.

EEO Statement:

The Town of Windham provides equal employment opportunities (EEO) to all employees and applicants for employment without regard to race, color, religion, sex, national origin, age, disability or genetics. In addition to federal law requirements, the Town complies with applicable state and local laws governing nondiscrimination in employment in every location in which the Town has facilities. This policy applies to all terms and conditions of employment, including recruiting, hiring, placement, promotion, termination, layoff, recall, transfer, leave of absence, compensation and training.