



Code Compliance Specialist



Compensation

The salary range for this position is \$24.80- \$37.20 per hour with the starting rate dependent on qualifications and experience.

How to Apply

A Town of Payson employment application is required and a resume is desired, both can be submitted on-line on the Town of Payson website, emailed to sheap@paysonaz.gov, or delivered to the address below.

Please notify Human Resources in advance if you require special accommodations to participate in any phase of the selection process.

For a complete job description and additional information, please visit the employment page of the Town of Payson's website at www.paysonaz.gov

First review of applicants will be October 11, 2024. Open until filled.

The Town

The Town of Payson, nestled among the majestic mountains of the Mogollon Rim, a 7,000 foot, 200 mile long escarpment, is located at the intersection of State Routes 87 and 260, 90 miles north of the Phoenix metro area and 90 miles south of the City of Flagstaff. Payson, surrounded by the Tonto National Forest and the world's largest stand of virgin Ponderosa Pines, is graced with spectacular natural beauty.

At an elevation of 5,000 feet, the area enjoys a mild climate that accommodates year-round outdoor exploration. Residents and tourists alike enjoy snow covered, fragrant pine trees while cross country skiing in the winter and extremely pleasant temperatures in the spring, summer and fall while they hunt, fish or hike.

As of the 2020 U.S. Census, the population of the Town of Payson was 16,351. Payson residents enjoy full-service public safety departments, a water utility, parks and recreation, library, and community development among other governmental services.

The Department

The Community Development Department consists of three divisions: Planning & Zoning, Building Services, and Economic Development. This Department is headed by the Planning & Development Director.

The Building Services Division provides information and services to the building community and ensures that all structures are built under the adopted building codes.

The Planning & Zoning Division assists residents, businesses, and developers through development services and revitalization/redevelopment activities. The Planning & Zoning code enforcement provides comprehensive long-range planning and current land use services to the Town and its citizens while ensuring compliance with federal, state, and local laws.

The Economic Development Division is responsible for assisting prospective new businesses and serving as an ombudsman for existing businesses. Economic Development also seeks to improve and expand housing opportunities in the community through the provision of services to the general public, housing developers, non-profits, and others.

Town of Payson
Job Description

Position Title: **Code Compliance Specialist**

FLSA Classification: **Non-Exempt**

Pay Grade: **13**

Department: Planning & Development

Reports To: Zoning Administrator

Approved By: DRAFT

The fundamental reason this classification exists is to perform technical field inspections and investigations to enforce state and town codes and ordinances relating to land use issues, building construction issues, and public nuisances. Ensures uniform enforcement of a wide variety of codes, regulations and ordinances that impact commercial, industrial and residential properties. Employees in this classification perform a full range of technical, field, office and investigative work.

GENERAL PURPOSE

Under direct supervision of the Zoning Administrator, employees of this class exercise a considerable amount of advanced technical skills and independence on the day-to-day operation of duties including coordinating and communicating enforcement activities with concerned parties.

SUPERVISION EXERCISED

None.

ESSENTIAL DUTIES AND RESPONSIBILITIES

- Provides excellent customer service to both internal and external customers;
- Participates from initial intake to final resolution, in the full range of enforcement activities to ensure compliance with the provisions of Town Codes;
- Activities include the review of plans and permits, conduct field inspections, and working with the public and property owners to resolve complaints or problems;
- Provides information to the general public, contractors, developers and other professionals and agencies on the application of all Town Codes;
- Prepares code compliance and correspondence and provides written and oral reports to the Zoning Administrator.
- Investigates complaints or violations of the Town's ordinances and works with violators toward correction, or a mutual resolution, sometimes of a complicated or delicate nature;
- Coordinates enforcement activities with the Town Police Department and Town Attorney's Office;
- Signs complaints, prepares legal documents and testifies in court when legal action is necessary; prepares comprehensive reports, documents and background data to substantiate violations, as needed;
- Responsible for the proper and accurate record keeping of activities and files pertaining to code compliance and enforcement;
- Issues letters and notices of violation to gain compliance for routine violations, and conducts follow-up inspections to assure violations are discontinued, corrected, or abated;
- Follows federal, state and local laws and regulations and Town policies and procedures;
- Performs land use and environmental inspections to assure safety and general welfare of residents, and to maintain property values of residences; enforces Town codes encompassing sub-standard buildings, zoning, vehicle abatement, nuisance abatement, land use and other compliance violations; performs special event safety inspections as required;
- Responds to complaints of potential code violations relating to signing, building occupancy, nuisances, hazards, housing conditions, construction, land use, zoning, animals, noise, dumping, clearing, grading, filling, polluting, or other code related matters;
- Receives, processes and investigates complaints from citizens and other Town departments;

initiates investigations based on analysis of preliminary information; compares facts to code requirements; makes findings; issues warnings, correction notices; contacts individuals to discuss violations and alternatives for resolving compliance issues;

- Conducts follow-up inspections and verifies compliance;
- Researches records; files and maintains various documents for violation tracking and other projects; prepares correspondence and maintains case files;
- Assists in the resolution of complex and sensitive customer service issues.
- Maintain records and documents of customer service issues and resolutions.
- Demonstrates continuous effort to improve operations, decrease turnaround times, streamline work processes, and work cooperatively and jointly to provide quality seamless customer service.

PERIPHERAL DUTIES

- Performs other duties as assigned.

MINIMUM QUALIFICATIONS

Education and Experience:

- High School Diploma or G.E.D certificate, supplemented by courses in planning, engineering, law enforcement, inspection/investigation, drafting, communications or a degree related to the core functions of this position.
- One-year public contact experience in such organizational environments as technical inspection, planning, architecture, landscape design, building permits, engineering, law enforcement, investigative experience or other directly related to the core functions of this position.
- Any equivalent combination of education and experience that provides the required skills and abilities for the position.

Certifications & Licenses:

- Must possess or be able to obtain by the time of hire, a valid Arizona driver's license and have an acceptable driving record.

Knowledge, Skills and Abilities:

- In-depth knowledge of zoning regulations regarding development and a general understanding of land use development.
- Knowledge of principles and practices of code enforcement, investigation and inspection methods, and public relations techniques in code compliance activities.
- Knowledge of interviewing and interrogation principles, techniques and methods, including extracting information from people who are reluctant to cooperate.
- Working knowledge of the principles of zoning codes and their practical application.
- Working knowledge of manual and computerized record keeping systems.
- Skill in making independent decisions while in the field, analyzing situations accurately, and following established procedures.
- Strong team building skills and ability to obtain consensus with citizen groups as well as internal and external customers.
- Competent word processing, spreadsheet, internet, presentation and mapping computer skills.
- Demonstrated ability to maintain a high degree of organization and attention to detail in dealing with code compliance and enforcement matters.
- Demonstrated ability to use good judgment and remain calm when dealing with difficult situations.
- Ability to work with minimal supervision.
- Ability to perform research, make independent investigations and decisions and to apply regulations to pre-construction, construction and post-construction development.

- Ability to review development plans and perform onsite inspections and to present findings and conclusions clearly in written, oral and graphic form as they relate to code compliance matters.
- Ability to solve problems professionally, creatively and with an open mind.
- Ability to communicate verbally on complicated code and zoning issues in a clear and concise manner.
- Ability to thoroughly learn and interpret the Town Code and other applicable codes and ordinances.
- Ability to make professional level oral and written presentations.
- Ability to read and understand plans and blueprints.
- Ability to establish effective working relationships with fellow staff members, contractors, designers, boards, Town Council and the general public.
- Ability to communicate effectively orally and in writing.
- Ability to work under stressful conditions with frequent interruptions.

Additional Requirements:

- Some positions may require the use of personal or Town vehicles on Town business. Individuals must be physically capable of operating the vehicles safely, possess a valid driver's license, and have an acceptable driving record. Use of a personal vehicle for Town business will be prohibited if the employee is not authorized to operate a town vehicle or if the employee does not have personal insurance coverage.
- Some positions may require the performance of other essential and marginal functions depending upon work location, assignment, or shift.

TOOLS AND EQUIPMENT USED

Personal computer, including word processing, and database software; calculator, copy and fax machine, phone, mobile or portable radio.

PHYSICAL DEMANDS

The physical demands described herein are representative of those that must be met by an employee to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

The duties listed above are intended only as illustrations of the various types of work that may be performed. The omission of specific statements of duties does not exclude them from the position if the work is similar, related or a logical assignment to the position.

Work is performed both in the field and in the office. Outdoor work is required in the inspection of various land use developments and construction sites. Physical removal of violations may be required. Hand-eye coordination is necessary to operate computers and various pieces of office equipment.

The employee must occasionally lift and/or move 20 pounds. Specific vision abilities required by this job include close vision, distance vision, color vision, depth perception, and the ability to adjust focus. The employee is occasionally required to stand, walk, sit, climb or balance, stoop, kneel, crouch, or crawl. The employee is occasionally required to use hands to finger, handle, grasp, feel and operate instruments or controls, and reach with hands and arms. Requires repetitive movements standard in office related activities such as typing, sitting and standing, talking in person and via the telephone.

WORK ENVIRONMENT

The work environment characteristics described here are representative of those an employee encounters while performing the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

While performing the duties of this job, the employee occasionally works in outside weather conditions. The employee occasionally works near moving mechanical parts in high, precarious places and is occasionally exposed to wet and/or humid conditions, or airborne particles.

The noise level in the work environment is usually moderately quiet in the office.

MENTAL ACTIVITIES

Reasoning: Ability to apply common sense understanding to carry out assigned duties. Ability to reason with a diversity of cultures and individuals and difficult conditions and often strong and vocal viewpoints.

Logic: Ability to perform basic skills, including organizational and process management.

Language/Communication: Demonstrable ability to communicate clearly and concisely orally and in writing.

All job descriptions have been reviewed to ensure that only essential functions and basic duties have been included. Peripheral tasks, only incidentally related to each position, have been included. Requirements, skills and abilities included have been determined to be the minimal standards required to successfully perform the position. In no instance however, should the duties, responsibilities and requirements be interpreted as all-inclusive. Supervisors as deemed appropriate may assign additional functions and requirements.

In accordance with Americans with Disabilities Act, it is possible that requirements may be modified to reasonably accommodate disabled individuals. However, no accommodation will be made which may pose serious health or safety risks to the employee or others or which may pose undue hardships on the organization.

This job description does not constitute an employment agreement between the employer and employee and is subject to change by the employer as the need of the employer and requirements of the job change.

Employee Signature

Date