ASHEVILLE, NORTH CAROLINA

Classification Specification

Compliance Officer
Job Code: 4040
FLSA: Non-Exempt

Purpose of Classification:

The purpose of this classification is to process rights-of-way encroachment applications and to ensure compliance with City rights-of-way and sidewalk ordinances.

Distinguishing Characteristics:

This is a single level classification.

Essential Functions:

The following duties are normal for this position. The omission of specific statements of the duties does not exclude them from the classification if the work is similar, related, or a logical assignment for this classification. Other duties may be required and assigned.

Processes applications for encroachment onto City rights-of-way: reviews applications for accuracy/completeness; determines if encroachment agreement is needed; conducts field investigation; complies required documentation, such as photographs, plans, liability insurance, property owner, business owner, location, etc.; researches records, maps and other data to obtain and/or verify information; forwards information to appropriate departments for review and approval; composes encroachment agreements for approved applications; obtains appropriate signatures and notarizations; and scans agreements into department computer systems.

Responds to complaints of violations of City rights-of-way and sidewalk ordinances and investigates possible infractions: conducts site visits to determine validity of complaints or to enforce ordinances; collects, evaluates and records evidence; gathers information; and takes and files photographs to document violations.

Determines compliance or non-compliance with applicable ordinances: meets with property owners, business owners, utility agencies, contractors, and others to discuss violations and corrective actions; issues compliance notices and official correction notices; serves citations via certified mail or in person; and performs follow-up site inspections as needed.

Interprets and enforces the provisions of applicable ordinances, specifications, and standards: provides information and technical assistance concerning ordinance requirements; discusses problem areas with property owner, contractors, utility workers and others as needed; makes suggestions and recommends solutions to problems; responds to questions concerning ordinance violations; and conducts research as needed.

Maintains records of work activities: enters data regarding inspections, investigations, and violations into computer system; maintains comprehensive case files; and conducts records maintenance activities in compliance with guidelines governing record retention.

Serves as Duty Officer: participates in rotating schedule for after-hours and weekend emergency calls regarding removal of hazardous trees, closure of roads due to flooding and/or accidents, barricade off sinkholes, blocked storm drains, rerouting traffic due to downed power lines, or other situations creating unsafe driving conditions.

Performs related duties in support of department operations: supervises crew involved in removal of snow and application of salt and sand during winter weather events; inspects temporary hazards, such as construction site obstructions, gutter drains opening onto sidewalks, etc.; and investigates and logs vaulted sidewalks.

Communicates with supervisor, other City employees, the public, contractors, architects, utility companies, outside agencies and organizations, and other individuals as needed to coordinate work activities, review status of work, exchange information, or resolve problems.

Processes a variety of documentation associated with department/division operations, within designated timeframes and per established procedures: receives, reviews, prepares, completes, processes, forwards or retains as appropriate various forms, reports, correspondence, encroachment applications, permits, Certificates of Insurance, construction plans, architectural drawings encroachment agreements, warning letters, notices of violation, timesheets, vaulted sidewalk logs, and other documentation; compiles data for further processing or for use in preparation of department reports; and maintains computerized and/or hardcopy records.

Operates a personal computer to enter, retrieve, review, or modify data, utilizing word processing, spreadsheet, database, Internet, e-mail, or other software; and operates general office or other equipment as necessary to complete essential functions.

Additional Functions:

Performs other related duties as required.

Minimum Qualifications:

High school diploma or GED required; supplemented by one year of experience in code compliance, construction, property and rights-of-way maintenance, or related field; or any equivalent combination of education, training, and experience which provides the requisite knowledge, skills, and abilities for this job.

Specific License or Certification Required: Must possess and maintain a valid North Carolina Class B Commercial Driver's License (CDL), including appropriate endorsement(s).

Specific Knowledge, Skills, or Abilities: Must be able to demonstrate proficiency in performance of the essential

functions and learn, comprehend, and apply all City or departmental policies, practices, and procedures necessary to function effectively in the position.

Performance Aptitudes:

Data Utilization: Requires the ability to review, classify, categorize, prioritize, and/or analyze data. Includes exercising discretion in determining data classification, and in referencing such analysis to established standards for the purpose of recognizing actual or probable interactive effects and relationships.

Human Interaction: Requires the ability to work with and apply principles of persuasion and/or influence over others to coordinate programs or activities of a project, and resolve typical problems associated with the responsibilities of the job.

Equipment, Machinery, Tools, and Materials Utilization: Requires the ability to operate, maneuver and/or control the actions of equipment, machinery, tools, and/or materials used in performing essential functions.

Verbal Aptitude: Requires the ability to utilize a wide variety of reference, descriptive, and/or advisory data and information.

Mathematical Aptitude: Requires the ability to perform addition, subtraction, multiplication, and division; the ability to calculate decimals and percentages; the ability to utilize principles of fractions; and the ability to interpret graphs.

Functional Reasoning: Requires the ability to apply principles of rational systems; to interpret instructions furnished in written, oral, diagrammatic, or schedule form; and to exercise independent judgment to adopt or modify methods and standards to meet variations in assigned objectives.

Situational Reasoning: Requires the ability to exercise judgment, decisiveness and creativity in situations involving evaluation of information against measurable or verifiable criteria.

ADA Compliance:

Physical Ability: Tasks require the ability to exert very moderate physical effort in light work, typically involving some combination of stooping, kneeling, crouching, and crawling, and which may involve some lifting, carrying, pushing and/or pulling of objects and materials of moderate weight (12-20 pounds).

Sensory Requirements: Some tasks require the ability to perceive and discriminate colors or shades of colors, sounds, depth, and visual cues or signals. Some tasks require the ability to communicate orally.

Environmental Factors: Performance of essential functions may require exposure to adverse environmental conditions, such as dirt, dust, pollen, wetness, humidity, rain, temperature and noise extremes, traffic hazards, bright/dim lights, or rude/irate customers.

The City of Asheville is an Equal Opportunity Employer. In compliance with the Americans with Disabilities Act, the City will provide reasonable accommodations to qualified individuals with disabilities and encourages both prospective and current employees to discuss potential accommodations with the employer.