ASHEVILLE, NORTH CAROLINA

Classification Specification

Zoning Enforcement Officer
Job Code: 3020
FLSA: Exempt

Purpose of Classification:

The purpose of this classification is to conduct investigations regarding zoning code violations and to enforce local zoning codes and 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.

Responds to complaints of City zoning code violations and patrols City to identify zoning code violations: investigates possible infractions; conducts site visits to determine validity of complaints or to enforce codes; collects, evaluates, records, and preserves evidence; interviews witnesses and gathers information; and takes and files photographs to document violations.

Determines compliance or non-compliance with codes: meets with property owners to discuss violations; issues code compliance notices, citations, and official correction notices to violators; serves citations via certified mail or in person, as needed; and performs follow-up site inspections as needed.

Interprets and enforces the provisions of applicable zoning codes, specifications, and standards: provides information and technical assistance concerning code requirements; discusses problem areas with property

owners, residents, and contractors; makes suggestions and recommends solutions to problems; responds to questions concerning code violations; and conducts research as needed.

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

Maintains a comprehensive and current knowledge of applicable laws, regulations, and standards: maintains and awareness of code enforcement methods, practices, trends, and pending legislation in local and state governments; reads professional literature; maintains professional affiliations; and attends workshops and training sessions as appropriate.

Communicates with supervisor, property and business owners, the public, 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, notices, citations, investigative and inspection reports, 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, presentation, 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:

Associate degree in Criminal Justice, Communications, or Public Administration required; supplemented by three years of experience in customer service, code compliance and enforcement, permitting, 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 driver's license. Must possess and maintain Zoning Official certification from North Carolina Association of Zoning Officials.

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 evaluate, audit, deduce, and/or assess data using established criteria. Includes exercising discretion in determining actual or probable consequences and in referencing such evaluation to identify and select alternatives.

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; ability to calculate decimals and percentages; may include ability to perform mathematical operations with fractions; may include ability to compute discount, interest, and ratios; may include ability to calculate surface areas, volumes, weights, and measures.

Functional Reasoning: Requires the ability to apply principles of influence systems, such as motivation, incentive, and leadership, and to exercise independent judgment to apply facts and principles for developing approaches and techniques to resolve problems.

Situational Reasoning: Requires the ability to exercise judgment, decisiveness and creativity in situations involving the evaluation of information against sensory, judgmental, or subjective criteria, as opposed to that which is clearly measurable or verifiable.

ADA Compliance:

Physical Ability: Tasks require the ability to exert light physical effort in sedentary to light work, but which may involve some lifting, carrying, pushing and/or pulling of objects and materials of light weight (5-10 pounds). Tasks may involve extended periods of time at a keyboard or workstation.

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

Environmental Factors: Essential functions are regularly performed without exposure to adverse environmental conditions.

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.