



Job Title	Code Enforcement Technician	FLSA Status	Non-Exempt
Band	PAR	Probationary Period	12 Months
Zone	2	Job Code	12012

Class Specification – Code Enforcement Technician

Summary Statement:	
<p>The purpose of this position is to perform paraprofessional technical, clerical, and preliminary administrative investigation of complaints and violations of land use, property maintenance, zoning, housing, and environmental safety ordinance of the city of Colorado Springs. Responsibilities include overseeing and administering the division’s process for documentation, forms, reports, records, applications, notices, and other critical paperwork; ensuring the conformance of paperwork with division policies and procedures; conducting project research, analysis, and report preparation; and applying broad knowledge of code enforcement policy and procedures to efficiently initiate code complaints for field investigation. Incumbents are required to exercise a large degree of initiative, discretion, and independent judgment in following policies and procedures. This class is distinguished from other administrative and secretarial classes in that it requires specialized technical knowledge and skills pertaining to the City’s code enforcement function in addition to standard office support duties. Employees in this position must independently manage a high-volume of inquiries; may be required to attend community meetings, events, or conduct field activities outside of normal business hours; maintain extensive public contact; and thoroughly document daily activities in written logs, computerized case management systems, and other data systems. Effective communication in person, in writing, by phone, and independent decision making are all integral elements for success as a Code Enforcement Technician.</p>	
Essential Functions	Note: Regular and predictable attendance in the performance of this job is an essential function.
Time % (All below must add to 100%)	Note: Time spent on each essential function will vary based on operational needs and is only intended to be an approximation over the course of a full year.
30%	Provide information to the public relating to zoning, property maintenance, environmental safety, and housing safety. Receive and screen telephone, personal, and/or written complaints and inquiries reporting possible violations of ordinances, regulations, and requests for housing safety inspections.
20%	Research land use, current zoning, case histories, property ownership, and other evidence required for enforcement of applicable ordinances and regulations specific to complaints received.



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20%	Makes inquiries of various sources including officials, outside agencies, and companies to obtain information or services; Skip traces property records using a variety of methods including utility records, County Assessor records, and court records; Gives information to the public or agency representatives in situations where judgment and interpretation of departmental policies and regulations are required.
15%	Create and process billing invoices in PeopleSoft for contractors abatements, re-inspections, graffiti removals, emergency abatements, and other billings by the Neighborhood Services Division.
10%	Manage mail processes and hard copy files for official notices, certified mailings, and invoices. Manage accounts receivable, lien certifications and releases, and maintain Ad Volorem Taxes to ensure proper crediting of accounts in the code lien database.
5%	Complete special projects as assigned by the Neighborhood Services Manager.

Competencies Required:	
Human Collaboration Skills: Decisions regarding interpretation of policies may be made. Contact may involve support of controversial positions or the negotiation of sensitive issues or important presentations. Contacts may involve stressful, negative interactions with the public requiring high levels of tact and the ability to respond to aggressive interpersonal interactions.	
Reading: Intermediate - Ability to read papers, periodicals, journals, manuals, dictionaries, thesauruses, and encyclopedias. Ordinarily, such education is obtained in high school up to college. However, it may be obtained from experience and self-study.	
Math: Intermediate - Ability to deal with system of real numbers; practical application of fractions, percentages, ratios/proportions and measurement. Ordinarily, such education is obtained in high school up to college. However, it may be obtained from experience and self-study.	
Writing: Intermediate - Ability to write reports; prepare business letters, expositions, and summaries with proper format, punctuation, spelling, and grammar, using all parts of speech. Ordinarily, such education is obtained in high school up to college. However, it may be obtained from experience and self-study.	



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Technical Skills Required:

Skilled in a Technical Field: Work requires a comprehensive, practical knowledge of a technical field with use of analytical judgment and decision-making abilities appropriate to the work environment of the organization.

Relevant Background and Formal Education: Demonstrated skills, competencies, and knowledge required for this job are most often acquired through the following practical experience and level of academic education and training as suggested below.

Education: Equivalent to the completion of the twelfth grade (high school diploma or GED) supplemented by additional specialized training in code enforcement, technical inspection, or related field.

Experience: One year of full-time experience supporting code enforcement, law enforcement, technical inspection, or related.

Education and Experience Equivalency:

One (1) year of the appropriate type and level of experience may be substituted for each required year of post-high school education.

Additional appropriate education may be substituted for the minimum experience requirements.

Certifications and Licenses: Must possess or be able to acquire the following certifications and/or licenses.

Certifications required in accordance with standards established by departmental policy.

Supervision Exercised:

Requires the occasional direction of volunteers, helpers, assistants, seasonal employees, interns, or temporary employees.

Supervision Received:

Receives General Direction: The employee normally performs the job by following established standard operating procedures and/or policies. There is a choice of the appropriate procedure or policy to apply to duties. Performance reviewed periodically.



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Fiscal Responsibility:

This job title has no budgetary responsibility.

Physical Demands:

Exerting up to 20 lbs. occasionally, 10 lbs. frequently, or negligible amounts constantly OR requires walking or standing to a significant degree.

Environmental Conditions:	Frequency
Primary Work Environment	Indoors
Extreme Temperature	Seasonally
Wetness and Humidity	Occasionally
Respiratory Hazards	Occasionally
Noise and Vibrations	Occasionally
Physical Hazards	Occasionally
Mechanical and/or Electrical Hazards	Occasionally
Exposure to Communicable Diseases	Occasionally

Machines, Tools, Equipment, and Work Aids: Noise meter, thermometer, camera, light meter, tape measure, fax, calculator, telephone, knife, wire cutters, hammer, loppers, laptop and desk top computer, and printer.

Specialized Computer Equipment and Software: Microsoft Office and case management software.

The description above is intended to represent only the key areas of responsibilities; specific job assignments, duties, and environmental conditions will vary depending on the business need of the department and the particular assignment.

Original date: May 2017