

**CITY OF HAILEY
JOB DESCRIPTION**

JOB TITLE: Community Service Officer **DATE LAST REVISED:** 11/01/23

DEPARTMENT: Police/Public Works/Community Development

JOB SUMMARY

Under the supervision of the Chief of Police, performs a wide variety of tasks related to code enforcement with regular and active engagement with Community Development and Public Works departments.

DUTIES AND RESPONSIBILITIES

Code Enforcement Essential

- Conducts regular patrols and inspections of the City identifying City code violations and initiating appropriate action.
- Responds to complaints and code enforcement issues from the public in person and on the telephone, ensuring compliance with City public nuisance and other elements in the nuisance code, zoning, sign codes, parking, rights of way, snow complaints, towing within rights of way, watering violations and other ordinance violations;
- Collaborates between principal departments related to code enforcement: Police, Public Works and Community Development
- Assist in the implementation of rights of way ticketing process and procedures
- Investigates complaints and reports, determines the nature of the violations, advises complainant of enforcement actions and schedule, and works with violator to gain voluntary compliance;
- Conducts field investigations of violation reports and complaints, prepares reports of findings and actions as per the Hailey Complaint Procedures (attached);
- Develops and maintains information files of inspections, reports, findings, enforcement actions, quality assurance records, computer databases, and related documentation;
- Administers preliminary sanctions, following policies and procedures outlined in the codes and ordinances;
- Conducts regular code and ordinance reviews, makes recommendations for enforcement, amendments, and updates;
- Advises and educates the public on violations, compliance, and other aspects of the codes and ordinances;
- Maintains inspection and enforcement files, documents, reports, logs, findings, correspondence, enforcement, and related records;
- Prepares and presents oral and written reports as required;
- Provides information through a public information program;
- Presents testimony and evidence in court hearings;
- Performs all work duties and activities in accordance with City policies, procedures, and safety practices.

QUALIFICATIONS

Essential

- Must be able to communicate effectively by speaking, reading, and writing proficiently in the English language.
- Ability to speak Spanish is strongly desired but not required.
- Ability to learn and follow written and verbal instructions.
- Ability to deal with people tactfully under difficult and emotionally stressful conditions.
- Physically and mentally perform duties listed above (i.e. bending, stooping, reaching, pushing, pulling, walking, standing, kneeling, crawling, lifting (up to 40 lbs.), grasping, seeing, communicating, planning of activities, supervising, etc.).

- Excellent customer relations and teamwork skills; ability to work collaboratively with diverse partners and stakeholders.
- Excellent ability to interact and communicate with the general public individually and in varying group sizes.
- Possess current valid Idaho driver's license and able to operate a motor vehicle.
- Ability to perform essential duties efficiently and accurately with or without reasonable accommodations and without endangering incumbent or other employees
- Working knowledge of current office practices and procedures, grammar, punctuation, document formatting, English, etc.
- Sitting with intermittent moving in an office environment, reaching, lifting of office supplies (binders, etc.), talking and hearing (in person and by telephone), memorizing and seeing (documents, etc.).
- Demonstrated ability to make sound and reasonable decisions in accordance with laws, ordinances, regulations and established procedures.
- Good organizational skills.
- Proficiency in using Windows, Word, Excel, Power Point, and other office software products.
- High School diploma or GED
- Experience in either Code Enforcement desirable

MACHINES OPERATED

- Computers and related PC software.
- Hand tools and light equipment.
- City vehicles as needed.
- Audio and visual equipment.