

# COUNTY OF ASHE JOB DESCRIPTION

JOB TITLE: CODE ENFORCEMENT OFFICER/E-911

COORDINATOR

DEPARTMENT: PLANNING



## REPORTING RELATIONSHIP:

This is a full-time, twelve-month position that reports to the Planning Director.

## GENERAL STATEMENT OF JOB:

Under limited supervision, performs a variety of technical duties as part of Ashe County's Planning Department; monitors and enforces a variety of applicable county ordinances and regulations which include, but are not limited to, land use, public nuisances, junk materials/junkyards, E-911, health and safety, and other matters of public concern. Performs advanced technical work in assigning E-911 addresses of structures, maintaining appropriate databases, making site visits to assign and resolve addressing problems, coordinating address assignments with other staff and departments, and installation of county road signs. Serves as a resource and provides information on County regulations to property owners, residents, businesses, the general public, and other County departments.

## JOB REQUIREMENTS:

High School Diploma or GED and at least 4 years of experience in Law Enforcement, Planning and/or Zoning, Building Code Enforcement, or another closely-related field

OR

Associates Degree in Planning, Criminal Justice, or closely-related field, and at least 2 years of experience in Law Enforcement, Planning and/or Zoning, Building Code Enforcement or another closely-related field

OR

Bachelor's Degree in Planning, Public Administration, Criminal Justice, or a related field.

Experience that includes knowledge of Planning concepts and procedures, land use ordinances, Law Enforcement, or Building Code Enforcement is highly desirable.

Possession of a valid North Carolina driver's license is required.

Attending plat review officer training is required.

Possession of Building Inspector Level I will be required for building and electrical trades within 2 years of employment, but not required for hire.

## DUTIES AND RESPONSIBILITIES:

1. Performs a variety of field and office work to track violations and ensure compliance with applicable regulations.
2. Receives and responds to citizen questions and complaints regarding alleged violations of County codes and ordinances.
3. Researches properties and acquires data relative to potential code violations.
4. Conducts field investigations, inspects properties for violations, and attempts to make contact at the residence or business to resolve violations.
5. Issues notices of violation, orders to comply, and related documentation for code violations; schedules and performs all follow-up functions to gain compliance including letters, inspections, calls, meetings, discussions, and negotiations to ensure compliance with appropriate codes and ordinances; and issues civil citations and follows enforcement procedures as outlined in the applicable code or ordinance.
6. Maintains accurate documentation and case files for all code violation investigations, inspections, enforcement actions, and other job-related activities. Prepares evidence in support of legal actions taken by the County, if necessary, and appear in court, if needed.
7. Attends meetings as needed and serve as a resource to other County departments, the general public, and outside agencies; provides research and documentation for meetings; and interprets and explains municipal codes and ordinances to members of the general public, contractors, business owners, and other interested groups in the field, in the office, via e-mail, and on the telephone.
8. Inspections of new subdivisions to ensure compliance with County subdivision ordinance and requirements;
9. Attends Planning Board and/or County Commissioner meetings and reports to the Planning Board and/or County Commissioners as needed.
10. Assigns E-911 addresses to all new residences and businesses using GPS address points on site, uses GPS to map all new county roads, and works with surrounding jurisdictions on addresses.
11. Assists Planning Director with maintaining County address databases, including newly assigned addresses, address changes, and newly named roads. Assists with updates to the gated communities code list.
12. Notifies appropriate persons/agencies of address changes and/or resolves address issues for the public, County offices, postal service, phone companies, realtors, appraisers, mortgage lenders, insurance companies, etc.
13. Composes and handles all correspondence, both hard copy and email, for E-911 addressing office.
14. Assembles, positions, securely installs and maintains county street signs, coordinates with North Carolina 811 before sign installations, and orders sign materials, including sign blades, posts, etc.
15. Corresponds with Ashe County Communications/Dispatch staff on address discrepancies as needed.
16. Prepares proposed expenditures for the annual E-911 budget.
17. Serves as a plat review officer and signs plats as needed.

## MINIMUM QUALIFICATION OR STANDARDS:

### KNOWLEDGE OF:

Pertinent codes, ordinances, laws, and regulations pertaining to land use, nuisance abatement, junk materials abatement, building, health and safety, and related areas.

Procedures involved in the enforcement of codes and regulations, including methods and techniques of conducting and documenting field investigations.

GIS maps, equipment, and their functions.

Legal actions applicable to code enforcement compliance.

Effective public relations practices and tactful interaction with the public, coworkers, businesses, contractors, and elected officials.

Principles and procedures of detailed record-keeping using word processing software and other software programs.

Microsoft Office programs (e.g., Word, Excel, Outlook).

#### ABILITY TO:

Independently perform a full range of County code enforcement and compliance duties. Interpret and apply applicable codes, ordinances, and regulations related to land use, nuisance abatement, junk materials abatement, and health and safety issues.

Ability to communicate both orally and in writing. Ability to effectively communicate with a diverse group of individuals in a manner that can resolve potentially volatile situations.

Inspect and identify violations of applicable codes and ordinances.

Enforce pertinent codes, ordinances, laws, and regulations with impartiality and efficiency.

Prepare accurate and detailed documentation of investigation findings. Maintain complex logs, records, and files. Prepare technical reports and make presentations as needed, and prepare documentation for court cases, when applicable.

Work independently in the absence of supervision.

#### PHYSICAL DEMANDS AND WORKING ENVIRONMENT:

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##### ENVIRONMENT:

Travel throughout the county is required, including working outdoors during periods of cold, heat, rain, and snow, to perform the duties described above, as well as to attend meetings and trainings, as required.

Work is performed inside and outside an office environment and includes the operation of a computer and phone.

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##### PHYSICAL:

Primary functions require sufficient physical ability and mobility to work in an office and field environment; to stand, stoop, reach, bend, kneel and walk on uneven terrain, loose soil, and sloped surfaces; to operate office equipment requiring repetitive hand movements including use of a computer keyboard; ability to operate a vehicle to travel to various locations; and ability to verbally communicate to exchange information.

Work ranges from medium to strenuous work, exerting up to 10-20 pounds of force constantly with some duties and up to 80 pounds of force with installation of street signs.

The employee is required to have close visual acuity to prepare and analyze data and figures, operate a computer terminal, perform extensive reading, operate a motor vehicle, perform inspections, perform GPS functions, affix signs to posts, and install signs, which may involve concreting into the ground and use of measurement devices.