

City of Rio Dell

Community Services Officer

May 2020

DEFINITION

Both in the field and at a desk and under general supervision, performs specialized community service work as lead of local code enforcement, lead of animal control and support for law enforcement activities in assistance to sworn personnel. This includes issuing correspondence, citations, reports and reporting to executive management, elected officials, committees and courts of law. This includes investigation, inspection and enforcement of City codes, ordinances and abatement regulations. This includes enforcement of City code regarding stray, dangerous and nuisance animals. This includes organizing and running community prevention efforts in the areas of nuisances, animal control and crime.

DINSTINGUISHING CHARACTERISTICS

The incumbent is expected to exercise considerable independent judgment and discretion in the enforcement of City code, animal control and support of sworn personnel. The incumbent must be able to handle daily a wide array of “lower level” local violations while also administering prevention programs in the areas of nuisances, animal control and crime prevention. The incumbent must have good social and education skills combined with an ability and fortitude to enforce the codes and regulations of the City of Rio Dell.

EXAMPLE OF DUTIES

- Receives and responds to complaints regarding substandard dwellings or structures, zoning violations, signage, animal control problems, debris, unsanitary conditions, abandoned or inoperative vehicles, overgrown vegetation, home occupations, and other zoning and code violations.
- Requests building inspectors and others as appropriate conduct investigations.
- Conduct field investigations of possible violations of City codes.
- Acts as mediator when necessary to resolve complaints and compliance issues.
- Prepares a variety of periodic and specialized reports related to code compliance inspections and activities.
- Issues citations, tickets or other civil enforcement mechanisms and appear in court to testify on these actions.
- May patrol areas to look for evidence of such nuisances and takes appropriate action.
- Organizes and administers code compliance adjudication hearings.

- Maintains communication with all parties involved in compliance activities, mediating as needed.
- Educates the public on common code compliance issues.
- Takes custody of and transports stray, dangerous, uncontrolled, wild or diseased animals.
- Administers animal licensing and spay/neuter program.
- Liaison with animal care facility.
- Establishes and participates in community relations programs such as community action groups, drug abuse prevention and neighborhood watch programs.
- Collects found property, receives and processes abandoned/seized vehicles and coordinates removal of the vehicle.
- Issues citations for violations of specific City codes including parking violations.
- Provides traffic control services for accidents or crime related closures.
- Maintains records.
- Attends and acts as staff to appropriate committee, Council or other public meetings.
- Proactively communicates with the homeless to educate individuals on services available.

QUALIFICATIONS

Knowledge of:

- Business English including spelling, grammar and punctuation.
- Basic law enforcement practices and terminology.
- Methods for evaluating program quality and effectiveness.
- Applicable local codes and state laws and regulations.
- Basic techniques for interviewing.
- Basic recordkeeping.
- Basic species and breed identification of a variety of domestic and common wild animals.
- Symptoms and behavior associated with rabies and other common diseases of animals.
- Behavior and handling of common domestic or wild animals.
- Methods and equipment used in the care and control of animals.
- State and local laws and ordinances pertaining to the proper care and control of animals.
- Principles and methods of enforcing varied codes.
- Techniques for dealing with individuals of various socio- economic, racial or cultural groups, often where relations may be strained.
- Principles and practices of mediation for conflict resolution.
- Business computer applications, particularly as related to recordkeeping.

Skill in:

- Working with and relating to individuals of various socio-economic, racial or cultural backgrounds.
- Dispute resolution and mediation.
- Handling, capturing and controlling animals humanely and effectively under stressful or emergency circumstances.
- Assessing animal behavior and making effective decisions regarding handling, capturing or destroying the animal.
- Maintaining accurate records and preparing reports of work performed.
- Establishing and maintaining effective working relationships with those contacted in the course of the work, including groups and/or hostile or irate citizens.
- Investigating zoning, nuisance and other complaints in a timely and tactful manner. Interpreting and explaining a variety of codes, ordinances and other regulations to the public.
- Making persuasive oral presentations of ideas and recommendations.

Other Requirements:

- Must possess a valid California driver's license. Must be medically capable of working with animals and being able to lift and carry up to 80 pounds. Must be able to pass a detailed background and criminal history check. Must be available to work evenings and weekends.

Desirable Education and Experience:

A typical way to obtain the knowledge and skills outlined above is:

- Public speaking.
- Animal control related work experience.
- Work in the field of law enforcement, security, the enforcement of rules and regulations or in work which has involved explaining and gaining adherence to policies and regulations.
- Ability to complete P.C.832 course within 6 months of hire.