



Code Enforcement Aide

Job Specification
Classification: Competitive
Level: 1 of 1

DISTINGUISHING FEATURES OF THE CLASS: This is the stand alone classification which is responsible for answering questions from the public and performing support responsibilities of the office. Responsibilities include collecting information on complaints and properties; issuing maintenance permits; and maintaining data on permits.

EXAMPLES OF WORK ACTIVITIES: (Illustrative only)

- Advises and educates the general public on applicable laws and ordinances; responds to requests for information and/or concerns from the general public.
- Maintains logs of all complaints, including action taken in follow up and closures. Develops periodic reports of activities.
- Collects data in assigned programs related to condemned properties, damaged properties, permits, fees collected, and insurance certification for contractors; generates reports and determines data to be included to be used by supervisor for analysis.
- Generates letters for all complaints to provide answers, follow up, referrals, and/or extensions granted when appropriate.
- Issues permits for projects; reviews forms and submitted documents for completeness and to ensure local laws, codes, rules, and regulations are met.
- Retrieves data when requested to assist in department action, such as condemnation, work stop orders, search warrants, and appearance tickets.
- Performs administrative support work by tracking and maintaining personnel information including sick time and vacation days.

FULL PERFORMANCE KNOWLEDGE, SKILLS, AND ABILITIES:

Knowledge of:

- Customer service principles when assisting citizens at front desk;
- English language, grammar, and punctuation for basic reports;
- Recordkeeping principles on assigned systems;
- Department operations and functions;
- Federal, state, and local property codes, ordinances, regulations, and laws;
- Various computer applications and related software.

Ability to:

- Use a computer and related software applications;
- Follow written and oral directions;
- Keep department-related records;
- Answer basic questions related to property codes, ordinances, and regulations;
- Read and understand zoning maps and charts;
- Communicate clearly, using interpersonal skills as applied to interaction with coworkers, supervisor, the general public, etc. sufficient to exchange or convey information and to receive work direction.

Physical condition commensurate with the demands of the position.

MINIMUM QUALIFICATIONS: Either

- (A) Graduation from a regionally accredited college or university or one accredited by the NYS Board of Regents to grant degrees with an Associate's Degree or higher in Business, office technology or related and 1 year experience preferably in a construction or real estate development related field to include customer service; or
- (B) Graduation from high school or possession of a high school equivalency diploma and 3 years experience preferably in a construction or real estate development related field to include customer service; or
- (C) An equivalent combination of training and experience.

SPECIAL NECESSARY REQUIREMENT: Completion of NYS Code Compliance Technician instruction within one (1) year of appointment followed by annual in-service training to maintain certification.

Classification history:

Adopted: 11/18/2003

Revised: 10/18/2005; 3/20/2012; 12/16/2014