



City of Duluth  
3167 Main Street  
Duluth, GA 30096  
(770) 476-3434

## JOB DESCRIPTION

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JOB TITLE: **CODE COMPLIANCE OFFICER I, II, and III (series)**

DEPARTMENT: Community Development & Engineering

SUPERVISOR: Code Compliance Manager

DATE: 11/8/2024

EEO CATEGORY: 03 (Technicians)

EEO FUNCTION: 10 (Planning and Development)

FLSA: Non-Exempt (“Hourly”)

*The job description does not constitute an employment agreement between the employer and employee and is subject to change by the employer without notice as the needs of the employer and/or requirements of the job change.*

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### **JOB SUMMARY:**

These positions are responsible for enforcing compliance with all applicable City codes, including among others, the Unified Development Code, Property Maintenance Code, and Duluth Municipal Code. Under the supervision of the Code Compliance Manger, these employees will proactively observe property conditions, investigate complaints, research property information, and determine appropriate action.

Duties may also include providing staff support to special boards and committees, and to other sections within the Community Development & Engineering Department. Positions act as Code Compliance Officer and Zoning Enforcement Officer.

Schedule is somewhat flexible but will be mainly business weekdays. Weekend work is required from time-to-time to reach those residents and businesses who are unreachable during the traditional work week. Positions are 100% in-person. Remote work is not part of these jobs.

### **DISTINGUISHING CHARACTERISTICS:**

Code Compliance Officer I is an entry-level position. Close supervision is required, especially early on, from the Code Compliance Manager. Frequent check-ins will be expected once semi-independent work is implemented.

The Code Compliance Officer II is the second-level position in this job series. It requires the demonstrated ability to perform the full range of job duties and is generally assigned more complex or sensitive violations to investigate and process. The Code Compliance Officer II exercises somewhat greater discretion and judgment on work procedures and methods. The requirements for Level II, in addition to the distinguishing characteristics above, are:

1. A minimum of three (3) years of code compliance experience performing similar job duties in another similar jurisdiction; or three years of employment with the City of Duluth in the Code Compliance I position.
2. *Level I Code Enforcement Officer* certification, offered through the Carl Vinson Institute.
3. At least thirty (30) additional (beyond the Level I certification) documented Professional Development Hours (PDHs) in the field of code compliance, zoning enforcement, legal process, or similar subject matter relating to the daily work for this position. Employee will have discretion to choose the classes but must get approval from the Code Compliance Manager to ensure the content is beneficial to both the employee and the City. At the discretion of the Supervisor, a bachelor's degree from an accredited university and/or law enforcement training/certification from Georgia P.O.S.T. may be considered during the hiring process to determine whether a candidate is to be considered a CCO I or a CCO II.

The Code Compliance Officer III is the third-level position in this job series. It requires the ability to work independently on more complex cases, requires a high level of discretion and judgement, expertise with the City's codes and due process, and the ability to manage and track many complex cases simultaneously. The requirements for this level, in addition to the distinguishing characteristics above, include:

1. A minimum of six (6) years of code compliance experience performing similar job duties. At least three of these six must be specific to the City of Duluth unless waived by the Code Compliance Manager during candidate selection.
2. Additional certification relating to Code Enforcement or Zoning Administration to be agreed upon by the employee and the Code Compliance Manager.
3. At least thirty (30) additional documented Professional Development Hours (PDHs) in the field of code compliance, zoning enforcement, legal process, or similar subject matter relating to the daily work for this position. These are in addition to those PDHs required to promote from CCO I to CCO II. At the discretion of the Supervisor, a bachelor's degree from an accredited university and/or law enforcement training/certification from

Georgia P.O.S.T. may be substituted for some of the PDHs when considering promotion to CCO III.

## **ESSENTIAL DUTIES AND RESPONSIBILITIES:**

*The duties listed below are intended only as illustrations of the various types of work that may be performed. The omission of specific statements of duties does not exclude them from the position if the work is similar, related or a logical assignment to the position. To perform this job successfully, an individual must be able to perform each essential duty satisfactorily. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.*

Responds to complaints from citizens received by telephone, e-mail, fax, or on-site inspections regarding alleged violations of the City's ordinances and codes such as the Unified Development Code, Property Maintenance Code, Duluth Municipal Code and other related codes and ordinances of the City of Duluth

Interacts with the Community Development & Engineering Department staff and other city employees when the investigation or inspection requires their assistance or knowledge

Assists in providing staff support to committees such as Zoning Board of Appeals, Planning Commission, and related groups by attending meetings and providing technical guidance on code compliance issues, as needed

Assists other staff members with interpreting and enforcing the City's codes

Researches Gwinnett County and City of Duluth's property records for ownership, occupant, business, and other information related to inspections and violations

Performs research, analyzes, and recommends updates to code compliance ordinances, issues, equipment, supplies, and facilities

Interprets applicable ordinances and codes and informs the public and alleged violators

Updates case information in appropriate database by maintaining a status report of each case

Conducts initial field inspections and collects evidence of violations, such as photos, witness testimony, and description of violations and issues subpoenas and citations as appropriate

Prepares warning notices and serves said notice through appropriate means. i.e., personal service, and/or certified mail

Conducts follow-up investigation of violations

Issues citations and prepares cases for trial in the City's Municipal Court. Prepares information for Solicitor and meets with Solicitor on an as-needed basis. Testifies in court. Obtains advice from Community Development & Engineering staff, court officials, and municipal prosecutor's office regarding cases.

Prepares information for Community Development & Engineering Department on cases for the Zoning Board of Appeals and other appointed boards

Attends meetings as required

Participates in the preparation of daily, special, and periodic reports

Maintains equipment, supplies, and facilities as needed

Recommends improvements for relevant Departmental operations

Notifies superiors and key administrative personnel of major incidents, accidents, or emergencies

Exchanges information and coordinates efforts and activities with other City departments

Provide assistance during emergency situations

Essential Duties and Responsibilities of All City Employees:

1. Adheres to all applicable state and federal laws, ordinances, policies, procedures, rules, and regulations
2. Endeavors to continuously improve the services provided to the citizens of Duluth
3. Demonstrates work initiative and positive suggestions for improvement
4. Performs other related duties and functions as directed, or which are readily apparent
5. Demonstrates good interpersonal communication skills with citizens, co-workers, and supervisors
6. Works as scheduled; maintains regular attendance at work
7. Accepts and follows instruction, evaluation, and correction
8. Demonstrates interest and initiative in learning new techniques and procedures; attends scheduled training
9. Helps other employees when needed or asked
10. Assists in training new employees

11. Carries assigned workload
12. Wears acceptable and clean clothing/uniform and footwear
13. Demonstrates acceptable personal hygiene and grooming
14. Demonstrates appropriate decision making/problem solving ability
15. Follows chain-of-command

Peripheral Duties:

**SUPERVISION RECEIVED:**

New employees perform work under close supervision of the Code Compliance Manager, progressing to general supervision as their skill level and competency increase. Work is spot checked at the discretion of supervisors.

**EMPLOYMENT STANDARDS:**

*Employees must be at least 18 years of age and must be legally able to accept work in the United States.*

Experience, Training and/or Education:

*Any combination of experience, training, and education which provides the required knowledge, skills, and abilities to perform the duties and responsibilities of the job will be considered.*

1. At a minimum, a high school diploma, state-issued GED, or equivalent is required. A degree from an accredited college or university is preferred.
2. Must be eligible to be a sworn city official with ability to issue city citations.
3. Previous work experience in code compliance/code enforcement or law enforcement is preferred.
4. Training from a recognized institution in code compliance/code enforcement, urban/city planning, business administration, public administration, criminal justice, or a closely related area is desirable.
5. Written and/or spoken fluency in a foreign language (particularly Spanish or Korean) is desirable.

Other Requirements:

*Failure to: (1) obtain and maintain all required certifications, licenses, and commissions as required; or (2) failure to successfully complete all required training; or (3) failure to meet other job requirements may result in discipline, up to and including termination of employment.*

1. Possession of a valid Class C Georgia Driver's License is required within 30 days of hire and must be maintained throughout employment.
2. Acceptable Motor Vehicle Record (MVR) must be maintained throughout employment
3. Pass a thorough background investigation including a drug screening test
4. Must be willing to work various hours, and various days of the week, including evenings and weekends
5. Training and/or certification through the Georgia Association of Code Enforcement is preferred for Level I and required for Level II.

#### **TOOLS AND EQUIPMENT USED:**

While performing the duties of this job, the employee uses and operates a variety of tools and equipment, including:

Personal computer, including Microsoft Office Suite (Word, Excel); various software for use in permitting/code enforcement, GIS, and document management; printers; maps; digital camera; calculator; two-way radio and/or cell phone; telephone; fax; document scanner

Vehicles

Maps, plats, and site plans

#### **KNOWLEDGE, SKILLS & ABILITIES:**

*The requirements listed below are representative of the knowledge, skills, and abilities (KSAs) required for satisfactory performance of the job duties and responsibilities at a "Fully Proficient Level." Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.*

##### **Knowledge:**

Knowledge of applicable federal and state laws, and local ordinances, especially the City's ordinances relating to the job

Knowledge of land use planning and zoning concepts

Knowledge of departmental and city policies, procedures, directives, rules, and regulations

Knowledge of the terminology and methodology used in the code enforcement

Knowledge of the geography, road network, traffic patterns, public buildings, and emergency facilities of the city

Knowledge of the confidentiality requirements of criminal justice information and criminal history record information, such as GCIC operating procedures, rules, and regulations; including the GCIC databases and how they interrelate

Knowledge of judicial terminology, court systems, and court procedures; especially of the Duluth Municipal Court

Knowledge of general office practices and clerical procedures (including alphabetical and numerical filing systems, electronic filing systems, business correspondence, and record management)

**Skills:**

Skill in the effective, efficient, and safe use of all tools and equipment used in the performance of their job

Skill in driving vehicles under routine conditions, including driving in congested traffic, and in unsafe road conditions caused by factors such as fog, smoke, rain, ice, and snow

**Ability:**

Ability to perform the essential duties and responsibilities of the job

Ability to carry out duties according to federal and state laws and administrative regulations; city ordinances; departmental policy, procedures, directives, rules, and regulations; and external directives

Ability to work independently with minimal supervision

Ability to interpret applicable codes and ordinances

Ability to provide exceptional customer service

Ability to learn the specific operations, procedures, and equipment of the office

Ability to operate assigned equipment and tools safely and efficiently

Ability to be constantly alert and aware of the hazards involved and apply safety practices and principles in reporting and preventing accidents

Ability to work within deadlines to complete projects and assignments

Ability to handle difficult and emergency situations in an effective, safe, timely and legal manner

Ability to properly handle confidential information

Ability to observe and analyze situations quickly and objectively and, using good judgment, determine an effective and efficient course of action to be taken with due regard to the task, hazards, situation, and circumstance

Ability to communicate effectively with people in a courteous, tactful, and fair manner, including active listening and speaking skills

Ability to work with a diverse constituency, and business and development community

Ability to provide information and explanations of the processes and procedures of the Community Development & Engineering department and municipal court to the public

Ability to read, speak, write and spell using standard American English grammar

Ability to generate forms, reports, letters, memos and correspondence from long hand, rough draft, or oral instructions, using basic, standard American English grammar, punctuation, spelling, language usage and vocabulary

Ability to input data into a computer or onto forms with accuracy and completeness

Ability to prepare and present reports and projects using excellent oral and written communication

Ability to recall and relate details of incidents in order to prepare written reports and present information to concerned parties

Ability to accurately perform basic mathematical calculations

Ability to understand and follow quickly and accurately oral, written, and/or demonstrated instructions and procedures

Ability to obtain information through observation and interview

Ability to successfully pass the hiring/promotional testing process as required for this position

Ability to successfully complete the Department's training programs following employment/assignment

Ability to read and interpret maps in order to find locations and to give accurate directions

Ability to work well in a high-pressure, multi-tasked environment amid frequent interruptions and to redirect focus of attention to a task after an interruption

Ability to assign priorities to tasks and to reassign priorities as the situation and circumstances change

Ability to search for information from many various sources in order to respond to appropriate and relevant requests or to complete required duties

Ability to organize information for the employee's own use in their official capacity, and to present it to others for their use

Ability to analyze, plan and organize work

Ability to maintain records within filing systems (file management)

Ability to establish and maintain effective working relationships with a wide range of persons, including supervisors, peers, subordinates, other city employees, business owners, developers, builders, and the general public

Ability to successfully interact with people of different social, economic, and ethnic backgrounds

Ability to work effectively as an individual and as a team member

Ability to adapt to change and changes in work conditions

Ability to solve problems and make decisions

### **PHYSICAL DEMANDS:**

*The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this job. Testing and/or evaluation of these requirements may be conducted as part of the selection process. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.*

While performing the duties of this job, the employee is:

- frequently required to use their hands to finger, handle, feel or operate objects, tools, or controls—such as to operate a variety of office machines and equipment
- frequently required to reach with hands and arms
- frequently required to sit, stand, and walk
- frequently required to talk (to convey information, ask questions, etc.)
- frequently required to hear ordinary conversations (such as questions from residents on the phone or in person, etc.)
- frequent lifting of light items utilizing proper body mechanics and techniques

- occasionally required to lift, kneel, twist, crawl, climb, stretch, squat, bend, or stoop

The employee frequently lifts and/or moves up to 5 pounds but must occasionally lift and/or move up to 20 pounds.

Specific vision abilities required by this job include correctable binocular vision sufficient to perform job duties, which means: the ability to adjust focus, close vision, distance vision, no marked red-green deficiency of color vision, normal depth perception, no significant interference with night vision, no significant loss of peripheral vision, and no uncorrectable strabismus which is accompanied by double vision.

The employee must be able to smell natural gas leaks, smoke, and other hazardous odors.

### **WORK ENVIRONMENT:**

*The work environment characteristics described here are representative of those an employee encounters while performing the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.*

While performing the duties of this job, the employee normally works in a field environment as well as an office environment, typically visiting businesses or sitting at a desk in an office environment. The noise level in the work environment ranges from quiet while inside to loud when outside.

The employee must be mobile and have the ability to visit sites of alleged violations to gather information and/or evidence. The work involves the removal of illegal signs, which is accomplished through physical force and use of tools and the posting and removal of rezoning and other related public hearing signs.

The employees must also be able to inspect construction sites for compliance with landscaping plans. There may also be the need to enter densely vegetative properties for evaluation purposes.

The employee is exposed to inclement weather (including temperature extremes), dust or mud, irritating chemicals, unseen hazards in terrain, unconstrained animals, somewhat hostile individuals, and possibly other adverse situations.

### **EQUAL OPPORTUNITY EMPLOYER:**

The City of Duluth is an Equal Opportunity Employer. The City will conform with all applicable local, state, and federal laws concerning employment and will not illegally discriminate with regard to age, sex, sexual orientation, gender identity, race, color, religion, national or ethnic origin, disability, genetic information or other legally protected status or classification, except where mandated or permitted by law as a bona fide occupational qualification.

It is the policy of the City of Duluth to provide equal employment opportunity for all applicants and employees. This policy applies to all areas of employment including recruitment, hiring,

training, promotion, compensation, benefits, transfer and other terms and conditions of employment.

**AMERICANS WITH DISABILITIES ACT (ADA):**

The City of Duluth, in compliance with the Federal law, will provide reasonable accommodations to qualified individuals with disabilities. Prospective and current employees are encouraged to discuss potential accommodations with the employer.