

JOB TITLE: Neighborhood Services Assistant (FKA-Code Enforcement Assistant)
DEPARTMENT: Neighborhood Services
REPORTS TO: Neighborhood Services Director
ROLE & LEVEL: A2
FLSA STATUS: Non-Exempt

WORK OBJECTIVE:

Provides administrative support to the Neighborhood Services Department. Creates action orders as requested from residents and staff for code violations.

EXAMPLES OF ESSENTIAL FUNCTIONS:

The list of essential functions, as outlined herein, is intended to be representative of the tasks performed within this classification. It is not necessarily descriptive of any one position in the class. The omission of an essential function does not preclude management from assigning duties not listed herein if such functions are a logical assignment to the position.

- Participates in community outreach programs and projects
- Generates code cases as requested by staff and the general public
- Researches, maintains and processes cases (i.e. ownership, violations notices, inspections, scheduling, permits).
- Processes applications and issues permits
- Processes payments for permits
- Schedules inspections for officers
- Prepares and sends all necessary documents and notices
- Provides support for the Administrative Specialist when out of office
- Answers phones

MINIMUM QUALIFICATIONS:

High school diploma/GED required; supplemented by one or more years' experience in code enforcement; or an equivalent combination of education, certification, training and/or experience.

KNOWLEDGE, ABILITIES, AND SKILLS:

- Knowledge of applicable city ordinances, codes, and state statutes
- Ability to diffuse / maintain situations that arise
- Ability to be flexible and adaptable
- Ability to establish and maintain effective and cooperative working relationships with those contacted in the course of work
- Ability to organize work for timely completion
- Ability to type
- Ability to follow complex oral and written instructions

- Ability to communicate effectively orally and in writing
- Skilled in organizational methods and time management