

CITY OF PULLMAN, WASHINGTON

CLASS SPECIFICATION

COMMUNITY IMPROVEMENT REPRESENTATIVE

2309

GENERAL PURPOSE:

Conducts field investigations and enforcement activities for potential violations of community development ordinances; performs a wide variety of maintenance tasks on city-owned park grounds, recreational facilities or other areas as assigned.

CLASSIFICATION SUMMARY:

The primary responsibility of this position is to conduct field investigations of potential violations of community development ordinances, determine if conditions are violations of city ordinances, attempt to obtain voluntary compliance with ordinance, write reports describing the incident, determine what section of the ordinance has been violated, and testify in court when needed. Field investigations and enforcement activities comprise the majority of the job. The remaining portion includes performance of a variety of maintenance tasks similar to Parks Maintenance Worker positions in any assigned area. The Community Improvement Representative regularly demonstrates the use of tact and diplomacy in seeking voluntary compliance to community development ordinances. Supervision may be exercised over seasonal workers as assigned. The position reports to the Parks Superintendent who evaluates performance for thoroughness and accuracy of investigations, ability to seek voluntary compliance, courteous treatment of the public and complete and accurate preparation of reports.

ILLUSTRATIVE EXAMPLES OF ESSENTIAL DUTIES AND RESPONSIBILITIES:

Receives information from office personnel or from the public concerning potential violations of community development or improvement ordinances; locates and investigates the property, and gathers information to determine if the condition is a violation of city ordinances.

Investigates complaints or community concerns regarding assigned code violations related to solid waste and litter, noxious weed abatement, road side vegetation removal and ice and snow removal from sidewalks; records information and takes photographs of conditions if necessary; determines if conditions are a violation of city ordinances by reviewing ordinances and comparing conditions with requirements of ordinances; if a violation exists, obtains the name of the property owner and legal description from city or county records; if violation does not exist, communicates decision to person making the complaint.

Writes letters or speaks personally to property owners describing the condition, citing the section of the ordinance violated, specifying the corrective action required, and the date by which the corrective action is required; provides advice to property owners on how to comply with ordinance(s) and seeks voluntary compliance with ordinances.

Maintains accurate and detailed records of complaints and actions taken; writes reports to be used in court; testifies in court on behalf of the city.

Attends community group meetings and makes presentations on the purpose of ordinances and how to comply.

Performs grounds maintenance duties for recreation activities (ballfield prep, etc.); operates equipment to remove snow; operates truck to carry tools and equipment; performs other park maintenance duties as assigned.

Attends work on a regular and dependable basis.

Interacts in a professional and respectful manner with city staff and the public.

OTHER JOB FUNCTIONS:

Perform other tasks as assigned.

SELECTION FACTORS:

(Applicants will be asked to describe their previous experience and training for each of the following selection factors. These factors will be the basis for selecting the most qualified applicants to be interviewed. Candidates selected for employment must satisfactorily demonstrate possession of these factors during a prescribed probationary period, and afterwards, for continued employment.)

Knowledge of:

- The provisions of city ordinances regulating community developments and improvements as required by the position;
- Weeds and plants peculiar to the area.

Ability to:

- Determine if conditions in the community are violations of city ordinances;
- Read, understand, and interpret community development/improvement ordinances;
- Conduct thorough field investigations and document findings;
- Use tact and diplomacy in dealing with the public to obtain voluntary compliance with ordinances;
- Explain the purpose of the ordinance in a positive manner;
- Prepare clear, concise, and accurate reports and letters;
- Track complaints and correspondence on computer software;
- Establish and maintain effective working relationships with the public, co-workers, other city employees, and supervisor;
- Provide quality services in a safe, cost-effective manner and to recommend improved methods of performing the work;
- Perform park maintenance duties as assigned;
- Physically perform the essential functions of the job;
- Obtain and maintain a valid driver's license and a safe driving record;
- Obtain and maintain a valid Washington State Pesticide Applicator's license as required by the position.

MINIMUM QUALIFICATIONS:

(Persons applying for a position of this class should have any combination of the following experience and training.)

One year of office or field experience which demonstrates a general knowledge of applicable ordinances and excellent interpersonal skills; or any equivalent combination of experience and training.

TOOLS AND EQUIPMENT USED:

Motor vehicle, camera, phone, various office equipment, various hand tools and equipment for parks maintenance work.

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.)

Work is often performed in field settings. Considerable outdoor work is required in the inspection of various land uses and other matters. While performing the duties of this job, the employee occasionally works in outside weather conditions. The employee occasionally works in high, precarious places and is occasionally exposed to wet and/or humid conditions, fumes or airborne particles, toxic or caustic chemicals, risk of electrical shock, and vibration. The employee is occasionally required to climb or balance; stoop, kneel, crouch, or crawl. The employee must occasionally lift and/or move up to 75 pounds.

The noise level in the work environment is usually moderate.

The duties listed above 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.

The job description does not constitute an employment agreement between the employer and employee and is subject to change by the employer as the needs of the employer and requirements of the job change.

FLSA Classification: Non-Exempt

Adopted: 9/91 Revised: 5/94, 6/99, 12/01, 05/07