

City of Merriam- Job Description

Job Title: Neighborhood Services Manager
Department: Community Development
Reports to: Community Development Director
Status: Full-time; Exempt
Pay Grade: N

Position Summary

This position is responsible for supporting the City of Merriam's mission by performing a variety of technical work in administering and managing code enforcement and community grant programs of the City, including supervision of the Code Compliance Officers. This work involves considerable public contact, often under difficult circumstances. This position has the authority to interpret codes, as related to complicated, controversial, or unusual cases under the general guidance of the Community Development Director.

Essential Functions

- Performs code enforcement duties related to environmental, zoning, housing, rental inspections, and landlord licensing program and other codes and ordinances of the City
- Manages the appropriate action for violations of various codes and ordinances of the City including citations, setting corrective dates, abatement completion, legal actions, court appearances, and presentation of evidence and testifying to the court
- Serves as a technical resource and assists employees with interpretation of ordinances and in the solution of related problems
- Studies, analyzes, and interprets technical information related to City codes and ordinances
- Administers a community outreach program to encourage cooperation in achieving code compliance
- Administers a variety of city community grant programs, including the Residential and Downtown Exterior, Residential Sustainability, Residential Property Tax, Stormwater, Compost Bin, etc.
- Responsible for guiding grant applicants through the grant program process
- Reviews grant applications for completeness and compliance
- Submits grant application for payments
- Works with neighborhood groups and associations to provide code information and solicits input and cooperation
- Demonstrates continuous improvement efforts for department efficiency
- Performs field inspections
- Maintains and administers code compliance case load
- Monitors activities of Code Compliance Officers; including training, delegating workload, and evaluating performance
- Prepares and reviews division operating and activity reports and determines the best method to present status and progress at department and City Council level.
- Prepares and updates Community Development database and updates violation list as code changes are adopted
- Prepares and makes public presentations to citizen groups, neighborhood associations, advisory committees, and other groups

- Obtains contractors for weed abatement and nuisance projects, tree removals, dangerous building projects, and stormwater maintenance on private properties
- Manages the city's weed and nuisance abatement program and contractors
- Formulates and implements new programs
- Develops brochures and promotional materials for the public

Essential Functions (continued)

- Attends night and/or weekend meetings, as necessary
- Attends educational conferences to obtain and maintain state and national certification in property maintenance and housing inspections
- Assists Community Development Director, Codes Officers, other City departments, and staff of other agencies regarding housing conditions, dangerous structures, and other health and safety matters
- May serve as a member of various employee committees
- Promote City values at all times
- Other duties as assigned

Knowledge, Skills, and Abilities

- Extensive knowledge of zoning, housing, environmental, and other related codes and ordinances and skill in the application of that knowledge to City, State, and Federal codes
- Ability to read and interpret codes, ordinances, legal descriptions, and other related documents
- Ability to read and understand maps, plans, and aerial photographs
- Ability to operate a motor vehicle
- Ability to operate various field measuring and data collecting equipment
- Ability to establish effective working relationships with members of the public, patrons, members of staff, and public officials
- Ability to work independently and as a member of a team
- Ability to deal with difficult situations that may arise in the course of work where there is little precedent available for decision-making
- Skill and ability to deal with difficult personalities in high stress situations
- Knowledge and skill to organize and motivate community groups

Minimum Requirements

- Must possess a valid driver's license with an acceptable driving record
- Must be physically capable of moving about on a construction work site and buildings or structures under construction

Education and Experience

- High school diploma or GED
- At least 4 years of progressively responsible experience related to inspection, law enforcement, building inspection, land use, urban planning, public administration, or related field

- At least 1 year in a supervisory role
- Any equivalent combination of education and experience will be considered

Physical Demands

To perform the essential functions of this job successfully, employees must be able to meet certain physical demands. Reasonable accommodations may be made for individuals with disabilities.

Work is performed in an office setting, in a vehicle, and properties being inspected. The employee will be required to stand, walk, have fine finger dexterity, and reach with hand and arms. The employee is frequently required to sit, climb stairs, climb ladders, crouch, stoop, kneel, crawl. Employee will be required to talk and hear.

Employee must occasionally lift and/or move up to 10 pounds.

Auditory acuity within normal range, with or without correction, is required

Visual acuity with or without correction, for reading computer screens, printed documents, and operating equipment is required.

Work Environment

Typically work is performed in an office environment and is frequently required to work in outside weather conditions of all types and during all seasons. The typical noise level in the work environment is quiet to moderately noisy, and is occasionally loud.