

Classification Title: Code Enforcement Complaint Coordinator

FLSA Status: Exempt

BRIEF DESCRIPTION: Responds to complaints, disputes, and inquiries from Wake County Department Heads and County Management. Coordinates complaint investigations regarding incidents that may involve violations of County ordinances. Assists municipalities in code and enforcement issues that involve County jurisdictional authority. Locates property owners, administers oaths, sends out violations, and takes actions necessary to provide for abatement violations.

ESSENTIAL FUNCTIONS:

This information is intended to be descriptive of the key responsibilities of the position. The following examples do not identify all duties performed by any single incumbent.

S Sedentary	L Light	M Medium	H Heavy	V Very Heavy
Exerting up to 10 lbs. occasionally or negligible weights frequently; sitting most of the time.	Exerting up to 20 lbs. occasionally, 10 lbs. frequently, or negligible amounts constantly OR requires walking or standing to a significant degree.	Exerting 20-50 lbs. occasionally, 10-25 lbs. frequently, or up to 10 lbs. constantly.	Exerting 50-100 lbs. occasionally, 10-25 lbs. frequently, or up to 10-20 lbs. constantly.	Exerting over 100 lbs. occasionally, 50-100 lbs. frequently, or up to 20-50 lbs. constantly.

#	Code	Essential Functions
1	M	Coordinates activities with appropriate inspections and zoning jurisdictions and monitors complaints and requests. Responds to requests, information and incidents that involve the release of hazardous substances, code violations and potential health hazards.
2	M	Acts as the chief staff resource and coordinator for complaints, disputes, releases, and requests from County Management. Provides feedback to Department Heads and County Management. Prepares legal documents for preparation of cases that may be called to District and Superior Courts, and for appeals to the Wake County Human Services and Environmental Services Board.
3	M	Assists the County Manager’s office in facilitating responses to requests from Commissioners, citizens, and municipalities on behalf of the County and provides a coordinated response, particularly if multiple agencies are involved.
4	M	Communicates facts to residents and provides education presentations and seminars on a variety of issues related to enforcement activities including business, environmental health, building inspections and fire codes.

CLASSIFICATION REQUIREMENTS:

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Education	Bachelor’s degree in Environmental Health or related field..
Experience	Five years experience in the supervision, management, administration of code enforcement and complaint resolution.
Equivalent Education & Experience Accepted?	Yes
Certification and Other Requirements	Class C Driver’s license.
Reading	Advanced
Math	Advanced
Writing	Advanced
Managerial	Receives Broad Direction.
Budget Responsibility	Does research for documents, compiles data for computer entry, and/or enters or oversees data entry. Has responsibility for monitoring budget expenditures (typically non-discretionary expenditures) for a work unit of less than department size.
Supervisory / Organizational Control	Work requires the occasional direction of helpers, assistants, seasonal employees, interns, volunteers or temporary employees.
Interpersonal / Human Relations Skills	Work requires very frequent and regular contact with others in a direct reporting relationship as well as others outside of a direct reporting relationship. The purpose of the contact is broad reaching and dynamic and may include the communication of specific issues and/or general policies. Interaction with others outside of the department requires exercising participative management and negotiation skills that support County strategy and organizational goals. Work also requires the communication with direct reports to ensure maximum productivity in work assignments. Makes presentations and answers questions with regard to presentation materials and findings.

OVERALL PHYSICAL STRENGTH DEMANDS:

Sedentary	Light	Medium X	Heavy	Very Heavy
Exerting up to 10 lbs. occasionally or negligible weights frequently; sitting most of the time.	Exerting up to 20 lbs. occasionally, 10 lbs. frequently, or negligible amounts constantly OR requires walking or standing to a significant degree.	Exerting 20-50 lbs. occasionally, 10-25 lbs. frequently, or up to 10 lbs. constantly.	Exerting 50-100 lbs. occasionally, 10-25 lbs. frequently, or up to 10-20 lbs. constantly.	Exerting over 100 lbs. occasionally, 50-100 lbs. frequently, or up to 20-50 lbs. constantly.

MACHINES, TOOLS, EQUIPMENT, AND WORK AIDS:

Office equipment, laboratory analytical equipment, cameras

PRIMARY WORK LOCATION	
Office Environment	Shop
Clinic	X Vehicle
Recreation Centers/Neighborhood Centers	Warehouse
Outdoors	Other

PROTECTIVE EQUIPMENT REQUIRED:

Vehicle,