

**CITY OF SALEM**  
**COMMUNITY ENFORCEMENT SUPERINTENDENT**

**00053**

**NATURE OF WORK**

This is highly responsible administrative and supervisory work directing the operations of the Community Enforcement Division.

Work responsibilities involve the city-wide enforcement of health, sanitation, nuisance abatement, parking and non-moving traffic ordinances, and security of off-street parking facilities, Library and Civic Center complexes, and other City structures. Work also involves the planning, administration, and analysis of community enforcement services and programs and related ordinances; supervision of enforcement personnel; development and administration of the Division's budget; policy and ordinance interpretation to enforcement and security issues; and divisional liaison responsibilities in working with representative community groups, boards, and commissions. Serves as Health Officer for the City. Work is performed through subordinate supervisors over two shifts, weekends, and holidays. Policy guidance and general administrative supervision is received from the Director of General Services.

This classification is distinguished from the Community Enforcement Operations Supervisor by the overall responsibility for all division services and funding on an ongoing basis. This classification is distinguished from the General Services Director by the absence of authority over all Department services and budget authority for the Department.

**ILLUSTRATIVE EXAMPLES OF WORK**

(Any single position of a class will not usually involve all of the essential duties listed and many positions will involve essential duties which are not listed.)

Administer the activities of the division through subordinate supervisors, which includes employees and contracted service employees engaged in patrolling public parking areas to observe and cite improperly parked vehicles, maintaining security at a variety of City facilities, and enforcement over a variety of nuisance, health, and sanitation issues within the community. Serves as Health Officer for the City. Work is performed through subordinate supervisors over two shifts, weekends, and holidays. Hires division personnel, issues discipline, evaluates performance, and implements training programs. Resolves code enforcement issues where interpretation or severe sanctions are required.

Directs the enforcement of all appropriate municipal codes and ordinances relating to Division programs. Reviews codes and ordinances, making recommendations for changes, deletions, and additions. Establishes divisional policies and procedures; prepares the annual division budget and maintains budget control, and prepares revenue forecasts. Evaluates the effectiveness of interdepartmental coordination, instituting changes within the division and recommending changes in other departments to maintain a high level of performance and service to the public.

Coordinates the franchising of garbage collection services within the City; administers contract provisions with providers based on customer feedback and analysis of service compliance with franchise requirements.

Prepares a variety of correspondence and reports and the division budget; analyzes financial information for future program needs. Represents the division at the Downtown Parking District Board, the Citizens Advisory Traffic Commission, Hearings Officer, and other interested citizen group meetings. Resolves enforcement issues with citizens and business owners, often in confrontive, hostile situations. Responds to media inquiries on enforcement issues as necessary.

Performs other related work as assigned.

### **WORK QUALIFICATIONS**

Considerable experience of a progressively responsible nature in administration, enforcement, and supervision including public contact; graduation from a two-year accredited college with course work in public administration or law enforcement; or any equivalent combination of experience and training which provides the following knowledges, skills, and abilities:

Thorough knowledge of the operations, functions, policies and procedures of the Division, and how these relate to the City organization and service to the public within a six month training period.

Thorough knowledge of legal enforcement procedures as applied to code enforcement issues.

Thorough knowledge of supervisory and team building skills, including establishing communication methods up and down chain of command.

Considerable knowledge of Parking and Security Ordinances, Salem Municipal Codes, nuisance regulations, public health and safety regulations, or the ability to acquire such knowledge within a short training period.

Knowledge of municipal budget requirements and procedures.

Considerable skill in the use of modern office equipment including personal computers, modern security and enforcement equipment and vehicles, and communication devices including radios, pagers, and portable phones.

Thorough ability in establishing and maintaining effective working relationships with others, often in hostile or confrontive situations, and ability to tactfully enforce codes and regulations to gain cooperation from the public.

Thorough ability to establish and maintain effective working relationships with contractors, staff, Citizens Advisory Boards, the business community, City Council, and the general public.

Considerable ability to deal tactfully, firmly, and impartially with the public in enforcing public and related nonmoving traffic regulations, and related community enforcement regulations, often in hostile or confrontive situations.

Thorough ability to work independently complete work, make decisions, take actions, and plan, organize, and direct a range of support and staff operations including direction, coordination and evaluation of subordinate supervisors and lead workers.

Thorough ability to analyze and interpret all applicable municipal codes and ordinances and enforce them.

Thorough ability to establish performance standards, train and evaluate the work of subordinates.

Considerable ability to communicate effectively both orally and in writing and describe regulations and fiscal information to lay audiences. Ability to make presentations to a variety of citizen advisory groups and commissions.

Ability to work flexible hours including shifts, evenings, weekends, and holidays as needed.

Ability to communicate effectively both orally and in writing.

Possession of a valid Oregon driver's license or Class C license and the ability to meet City driving standards.

Bilingual language skills are desirable.

Ability to acquire a Reserve Police Officer Commission.

Must be able to pass a thorough criminal background check equivalent to that associated with obtaining a BPSST Private Security Supervisor Certification, including successful completion of the required examination within 60 days of appointment. Failure to obtain certification within 60 days of appointment, or maintain certification in good standing will result in termination from employment.

Work is performed in office and field settings with occasional evening or early morning meetings, and some weekend work. Work involves dealing with interruptions, interaction with a variety of citizens who may be upset, meeting work deadlines, and explaining parking and security regulations, code enforcement regulations services and services. Work in meetings involves explaining the role of the City's parking, security, and community enforcement services, including the impact of various policies and alternative programs, and offering constructive suggestions to a variety of citizen and advisory groups.

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