CLASSIFICATION TITLE:	JOB NUMBER:	AFFILIATION:
Code Enforcement Officer	JP-0106	Police Professional Staff Guild
REPORTS TO:	**PAY GRADE:**	**FLSA STATUS:**
Police Professional Staff Supervisor	PPSG 03	Non-Exempt

GENERAL SUMMARY

Performs intermediate administrative support work researching and resolving questions, complaints, violations, and issues related the City's Municipal Codes, and related work as apparent or assigned. Work is performed under the moderate supervision of the Police Professional Staff Supervisor or designee (supervisor).

CORE VALUES

All employees are expected to model and foster the City of Richland's core values in the performance of their duties and their interactions while representing the City. The values of *Teamwork*, *Integrity*, and *Excellence* promote and maintain a high level of morale and productivity, and are the tie that binds all City employees together, across all functions.

ESSENTIAL JOB FUNCTIONS

To be successful in this position, an individual must be able to perform each essential function satisfactorily. Additional duties of a similar nature and level may also be assigned. The City may make reasonable accommodations to enable a qualified individual with disabilities to perform the essential functions.

- Receives, investigates, and researches complaints, violations and issues concerning City Codes related to nuisances, litter, weed control and other land use issues and violations on private and public property.
- Conducts field inspections and notifies parties of code non-compliance; issues corrective letters, notices for violations of City land use codes and inform owners of the civil process should they not comply; performs follow-up site inspections to verify compliance with specified corrective actions; analyzes situations and determines appropriate action.
- Prepares written documentation regarding investigative work; prepares a variety of other reports to document code enforcement activities; prepares and maintains detailed records and reports of inspections, violations and enforcement activities; prepares written responses to complaints; interprets and explains decisions as

necessary; prepares and maintains records of complaints, correspondence, resolutions and field inspections.

- Communicates with City Attorney, inspectors, other departments, and the public to exchange and review information; appears and testifies at Code Enforcement Board and other hearings as required.

KNOWLEDGE, SKILLS AND ABILITIES

The requirements listed below are representative of the knowledge, skill, and/or ability required to successfully perform the essential functions of the position.

Knowledge of:

- Applicable Federal, State, and local laws, rules, codes and regulations related to assigned activities, to include land use issues on private property within the City.
- City locations and boundaries.
- City organization, operations, policies and objectives.
- Modern office practices, methods, procedures and equipment.
- Record-keeping principles, procedures, and techniques.
- Basic courtroom procedures and testimony.
- Basic computer operation, to include word processing and desktop publishing software applications used by the City.

Skills and abilities to:

- Learn, read, interpret, and apply and explain rules, regulations, policies, and procedures.
- Receive, investigate, research, and resolve questions, complaints, violations and issues regarding City codes.
- Read, interpret, and explain codes, ordinances and plans to educate the public, apply and enforce applicable codes and ordinances as required.
- Understand and work within scope of authority.
- Resolve conflicts in a positive manner.
- Type 35 words per minute with accuracy.
- Prepare organize and maintain accurate records.
- Analyze situations accurately and adopt an effective course of action.
- Maintain records, files and filing systems.
- Communicate effectively both orally and in writing; comprehend and use English effectively including producing all forms of communications in a clear, concise and understandable manner to intended audiences.
- Organize and prioritize a variety of projects and multiple tasks in an effective and timely manner; work independently with little or no direction, set priorities and meet deadlines.
- Operate a variety of modern office equipment and personal computers using standard or customized software application programs appropriate to assigned activities.

- Use tact, initiative, prudence and independent judgment within general policy and procedural guidelines.
- Establish, maintain, and foster positive and effective working relationships with those contacted in the course of work.
- Provide continuous effort to improve operations, streamline work processes and work cooperatively and jointly to provide quality customer service.

SPECIAL REQUIREMENTS

Valid driver's license.

EDUCATION AND EXPERIENCE

High school diploma or GED and one (1) year experience in an office setting, including one (1) year providing customer service.

COMPETENCIES

Foundational

- Use Technical/Functional Expertise: Displays an appropriate depth of knowledge and skills as required for the position and commensurate with the time in class. Uses technology as appropriate for the position. Seeks additional knowledge and information to continually enhance knowledge in areas of specialty.
- Be Accountable for Performance: Actively shows responsibility, reliability, and trustworthiness. Ensures work and information are complete and accurate. Admits mistakes and looks for ways to improve. Models self as dependable and reliable. Follows up with others to ensure agreements and commitments have been fulfilled. Values the importance of team and organizational success. Independently takes action to influence events, to improve own or organizational performance and to promote the goals of the organization.
- Provide Excellent Customer Service: Anticipates, assesses, and responds effectively to the needs of diverse customers, both internal and external, providing consistently excellent service that is timely, accurate, courteous, and respectful.
- Communicate Effectively: Uses verbal and written skills effectively to ensure that information is successfully shared throughout the organization. Relates well to a range of people. Shows sensitivity to the needs of others. Demonstrates ability to build rapport and facilitates mutual understanding.
- Work Safely: Knowledge and application of relevant safety requirements that apply to the specific work being done. Recognizes and mitigates safety hazards on the job. Observes rules and regulations to comply with personal and workplace safety standards. Works to create a hazard-free, accident-free environment.

PHYSICAL REQUIREMENTS AND WORKING ENVIRONMENT

The work environment characteristics described are representative of those an employee encounters while performing the essential functions of this job. The physical demands described below are representative of those that must be met by an employee to successfully perform the essential functions of the job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

This work requires regular and punctual attendance at the office or other assigned locations; work regularly requires sitting, speaking or hearing and using hands to finger, handle or feel and repetitive motions; work frequently requires standing, walking and reaching with hands and arms; work seldom requires exertion of up to 25 pounds of lifting and force, climbing or balancing, stooping, kneeling, crouching or crawling; work has standard vision requirements; vocal communication is required for expressing or exchanging ideas by means of the spoken word; hearing is required to perceive information at normal spoken word levels and/or to make fine distinctions in sound; work requires preparing and analyzing written or computer data; work requires use of measuring devices, operating motor vehicles or equipment and observing general surroundings and activities; work occasionally requires exposure to outdoor weather conditions; work is generally in a moderately noisy location (e.g. business office, light traffic).

Authorization *(for Archive)*

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 classification does not constitute an employment agreement between the City of Richland and any employee and is subject to change by the City as the needs of the City and requirements of the job change.

Human Resources Director	**Date** 07/07/2026
Department Head	**Date** 7/8/2026
City Manager or Authorized Designee	**Date** 7/8/2026