

MAJOR FUNCTION

This forward-thinking technical, investigative community engaged work supporting contractual compliance for right-of-way mowing contractors, beautification issues, reporting cross departmental utility issues and enforcement of the Solid Waste Ordinance for the City of Tallahassee. Inspect areas in communities and investigate complaints concerning illegal dumping of refuse to ensure compliance with the municipal code: Inspect vendor's work that is contractually obligated for evidence of neglect, excessive litter, and presence of unsightly or hazardous refuse. Interview residents and inspect areas of illegal dumping, bleak areas in need of beautification and malfunctions of City services, streetlights, or traffic obstructions. Observes ongoing right of ways work to ascertain if work is being performed according to the contract and completed timely. In collaboration with other departments and agencies, prepares and submits written or oral reports to achieve compliance. Incumbents also locates property owners to explain nature of investigation findings, issue violation notices and/or encourage voluntary actions to resolve problems. Incumbents perform duties in accordance with established ordinances, contracts, policies, directives, and established plans. Work is performed under the general supervision of an administrative supervisor. The incumbent is expected to exercise independent judgment, discretion, tact, patience, and self-control under trying circumstances in performing work. Work is reviewed through observations, reports, conferences, and results obtained.

ESSENTIAL AND OTHER IMPORTANT JOB DUTIES**Essential Duties**

Manage volatile situations regarding Solid Waste Ordinance violations and resolutions with property owners, tenants and complainants. Supports the City's implementation of Keep Tallahassee Beautiful and Litter Control programs as well as other planning and implementation of new beautification initiatives. Studies the Solid Waste Ordinance to determine specific nature of code violation(s) and type of action to be taken. Issues notices of violation to property owners not complying with request for voluntary correction of problems and places customers on mandatory premium service. In collaboration with intra-department units and inter-departments, prepares and submits written or oral reports to achieve compliance. In coordination with City and County law enforcement agencies, issues notices of violations to known violators of dumping regulations and collaborates inter-departmentally to post signs forbidding illegal dumping at designated sites. Develop intra-department and inter-department partnerships, lead special task force to report malfunction of the city services or equipment provided in various neighborhoods. Proactively address ordinance violations/regulations, beautification, and visibility concerns at intersections. Inspects right of way contracted areas for contractual compliance. Conduct informational meetings with residents, participate and serve as the department liaison for neighborhood cleanup projects, and participate in campaigns to beautify the city. Promote community interest in eliminating dangerous and unsightly land use practices. Makes direct contact with violators, property owners or tenants regarding violations that negatively impact the aesthetics and/or health/safety of a neighborhood and work with citizens to achieve compliance. Take pictures of issues related to noncompliant violators, prepare an evidence report for senior management and intervention by law enforcement. May provide testimony concerning ordinance violations before the Municipal Code Board, special magistrates, and circuit court judges.

Other Important Duties

After catastrophic events, perform as an essential employee to survey damages. Run intelligence-related missions to assist with determining where to begin cleanup efforts. Create a cleanup reporting metric to inform accomplishments to senior management. Attend neighborhood and community meetings to discuss and education citizens on the Solid Waste Ordinance. Perform duties to control traffic during Cash for Trash events. Lead and serve on cross-functional teams to resolve code and SW Ordinance issues as required. Participates in neighborhood clean-ups and beautification

DESIRABLE QUALIFICATIONS**Knowledge, Abilities and Skills**

Thorough knowledge of City ordinances, contract language, rules and regulations. Considerable knowledge of the geography of the City and adjacent areas. Experience supporting and/or participating in multi-agency task forces. Ability to plan, organize, and maintain a workflow consistent with work demands. Considerable ability to comprehend, interpret and technically apply contractual terms and statues in the ordinances. Ability to communicate effectively, clearly and concisely, both orally and in writing. Ability to work effectively under stress. Ability to exercise considerable judgment in making decisions in accordance with contracts, ordinances, rules, policies and procedures in a fair and impartial manner. Ability to establish and maintain effective inter-departmental and intra-departmental working relationships. Ability to establish and maintain a good working relationship with law enforcement agencies. Ability to read and interpret technical language as found in legal contracts and ordinances. Ability to operate office equipment and safety operate passenger vehicles and light duty pickup trucks. Skill in the use of computers and associated programs and applications necessary for successful job performance.

Minimum Training and Experience

Possession of a high school diploma or an equivalent recognized certificate and two years of experience in negotiating, mediating, enforcing standards, understanding contracts terms, ordinances, working in law enforcement, investigating or inspecting contractor's work, experience providing customer service or two years of experience working in the solid waste services industry or a related field; or an equivalent combination of education and experience.

Necessary Special Requirements

Must possess a valid Class E State driver's license at the time of appointment.

Must obtain Florida Association of Code Enforcement Level 1 certification within 6 months of employment and maintain certification as a condition of continued employment in the position.

Revised: 12-07-86
02-08-90
04-19-99
10-03-03*
07-13-09*
08-13-11
06-18-13
03-29-22