



OAKCREEK
— WISCONSIN —

Position: Neighborhood Preservation Officer (NPO)

Unit: n/a

Department: Community Development

FLSA Status: Non-exempt

Summary Description

Under direction of the Community Development Director, the Neighborhood Preservation Officer (NPO) is primarily responsible for the public education, investigation, inspection, documentation, and enforcement of municipal ordinances, codes and regulations as they relate to the abatement of nuisances, the maintenance of private properties, and preservation of neighborhoods. Duties include research, inspection, data collection, correspondence, and record keeping. This position serves as a liaison between the City and the public regarding code enforcement and nuisance abatement issues, and may issue citations and aid in the prosecution of City ordinance violations.

Additionally, this position works with impacted residents and property owners and coordinates community outreach on the importance of the code enforcement and nuisance abatement process in the preservation of individual property values and neighborhoods. The NPO also works with affected residents, property owners and neighbors to direct them to available community resources to help resolve issues related to property and premises maintenance and nuisance abatement.

Supervision/Accountability

This position does not have any supervisory responsibility; directly accountable to Director of Community Development.

Major Duties/Essential Functions

Develops, implements, and continually improves a proactive program of code awareness, education, inspections, and ultimately, compliance; serves as lead agent for implementing the City's *Creek Code* community aesthetic preservation and nuisance abatement platform.

Receives, documents, and processes complaints (reactive) regarding potential violations of certain Municipal Code relating to property and premises maintenance, nuisance abatement, and the preservation of neighborhoods.

Investigates and documents complaints, prepares letters, notices, corrective actions and, when necessary, citations to property owners, tenants, or other stakeholders with the goal of gaining compliance with Municipal Codes.

Meets and works closely with residents, tenants, property owners, homeowner associations, and community groups to preserve and enhance the quality aesthetic of the community through public relations, education, community building, and enforcement activities.

Serves as a primary point of contact for citizen complaint and inquiry into potential code compliance issues, and coordinates the flow of information to other departments and divisions, when issues are not in the purview of the NPO and/or circumstances require more drastic remedial actions (i.e. building integrity- raze orders, health and sanitation violations, zoning-special use permit violations, etc..).

Interprets ordinances, policies, and procedures as it relates to code awareness/enforcement and nuisance abatement and uses independent judgment to reconcile the spirit and intent of the code and the real situation as it presents itself.

Prepares case information and presents witness testimony and evidence at administrative and/or legal proceedings when required.

With the support of the Communications Coordinator, implements an ongoing program of outreach and education to articulate the goals and positive outcomes of the *Creek Code* platform.

Recommends changes to the Municipal Code sections under the positions purview to address policy matters or emerging nuisances not adequately codified.

Minor Duties/Responsibilities

Confers with the Director of Community Development and City Attorney presenting or resolving difficult problems or questions and discussing plans and actions to be taken.

Participates in professional seminars and meetings in order to improve working knowledge and skills.

Notifies other City departments/divisions of any violations of City ordinances or regulations not in the NPO's primary area of responsibility.

Reads incoming correspondence; plans and formulates response or subsequent action. Composes correspondence dealing with subject matter that involves considerable discretion, judgment, or negotiation.

Performs related work tasks as required or as needed in the Community Development Department.

Knowledge

Knowledge of, and the ability to apply effective public and community relations techniques including negotiation and conflict resolution.

Thorough knowledge of principles, methods, materials and equipment common to building and property maintenance codes, methods and procedures.

Familiarity with land use concepts and zoning principles.

Knowledge of investigative and research methods and techniques.

Skill/Ability

Ability to:

- Interpret and enforce City codes, regulations, policies and procedures.
- Communicate effectively, both orally and in written and digital form.
- Effectively and compassionately deal with people.
- Maintain a professional demeanor and calm approach towards solving problems under stressful circumstances.
- Gather and analyze data to prepare accurate and concise written reports.
- Input, maintain, query and report information from existing databases and software.
- Process information in a relevant manner to reach reasonable conclusions and make practical decisions.
- Work independently or as a team; recognize and set priorities and meet deadlines.
- Plan, organize, manage, and administer projects requiring coordination with others.
- Observe safety principles and work in a safe manner.
- Work effectively with contractors, developers, other agencies and the public and to establish and maintain effective interpersonal relationships with employees, other departments/divisions, and the general public.

Education/Experience

A typical education background is a minimum of Bachelor's degree in political science, criminal justice, community planning, communications/public relations, public administration, social work, psychology, sociology, or a similar field, and at least two (2) years of full time experience in the related field. Applicants may substitute three (3) to five (5) years of relevant work experience in code administration, code enforcement, zoning administration, or urban planning in lieu of having attained the minimum post-secondary education requirement.

The successful applicant will be a high energy individual with strong customer service and effective communication skills, coupled with a positive attitude yet an acute ability to be both firm and flexible when addressing constituents.

Physical Demands

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

Work is performed both in office and field settings. Outdoor work is required in the inspection of various properties. A high degree of hand-eye coordination is necessary to operate computers and various pieces of office equipment. While performing the duties of this job, the employee is occasionally required to use hands to finger, handle, feel or operate objects, tools, or controls; and reach with hands and arms. The employee is occasionally required to sit, talk, and hear. Specific vision abilities required by this job include close vision, distance vision, color vision, peripheral vision, depth perception, and the ability to adjust focus.

Work Environment

The work environment characteristics described here are representative of those an employee encounters while performing the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

While performing the duties of this job, the employee works both indoors and in outside weather conditions. Normally the noise level in the work environment is usually quiet and would be representative of a business office, but noise conditions may vary in the field.

Tools and Equipment Used

The ability to use the tools and equipment listed below is essential to perform the functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

Automobile, personal computer including spreadsheet, word processing, and GIS software, digital camera, telephone, and copy machine.


License/Certifications

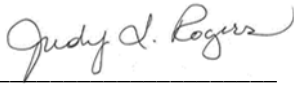
Possession of a valid Wisconsin Division of Motor Vehicle operator’s license required.

Special Conditions of Work

None.

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 description does not constitute an employment agreement between the employer and employee and is subject to change by the employer as the needs of the employer and requirements of the job change.

Approved By: 
City Administrator

Reviewed By: 
HR Manager

Reviewed By: _____
Community Development
Director

Revision History:
March 23, 2021