



City of Irving Job Description

Managed Compliance Process Administrator

FLSA Status:	Non-Exempt	Job Department:	Inspections
Job Code:	05242	Reports To (Job Title):	Assistant Building Official - Development Coordinator

PURPOSE

To support Strategic Plan Objective 4.1 - “Safeguard public safety, security, and health” by managing the department’s irregular or non-routine inspection processes.

ESSENTIAL DUTIES AND RESPONSIBILITIES

To perform this job successfully, an individual must be able to perform each essential duty satisfactorily.*

- Supervise irregular inspection processes, such as retaining wall and foundation repair permits, both of which include engineer’s inspection reports.
- Oversee construction inspection processes that require extraordinary management, which include but are not limited to, pre-permits related to work without permits, whether generated from complaints or inspector initiated notices of violation, and homeowner projects directed through a scope-and-schedule process. Maintain communication with permit holder through the duration of the project.
- Administer gas well permits, inspections, and reports.
- Act as the liaison with Purchasing to control the department’s non-standard purchasing functions.
- Maintain accurate, written records of inspections made and complaints investigated.
- Manage contract compliance for the department, which includes monitoring expenditure, as well as, developing specifications in concert with other organizational stakeholders.
- Develop procedures and coordinate projects within the Inspections department.
- Respond to questions and complaints from the public, City staff, contractors and property owners.
- Communicate technical information to less technically inclined and/or linguistically challenged customers.
- Process and maintain key performance indicators for the operations division.
- Study code and ordinance changes, attend educational seminars and confer with Inspections Department management to stay current with construction trends and inspection procedural innovations.
- Perform plan review and inspections for signs, fences, and dumpster enclosures.
- Report any internal or external customer concerns and/or conflicts; Recommend process changes, and assist with their implementation upon approval, to improve operations and the level of service provided to citizens.
- Oversee the open records process.
- Receive, process, and resolve inquiries and complaints, which include coordinating with other City departments. Research Open Records request in a timely manner.

OTHER DUTIES AND RESPONSIBILITIES

- Perform related duties as assigned.

SUPERVISORY RESPONSIBILITIES

Functional and Technical Supervision - Regular responsibility for giving direction and guidance to employees as a lead worker, project manager or internal advisor. As an ongoing part of the position, the employee can expect to supervise approximately 20 employees.

FINANCIAL / BUDGETARY RESPONSIBILITY

Manages demolitions ranging in annual cost from \$10,000 to \$40,000. Also, this position monitors and collects gas well annual permit fees of approximately \$1000.

QUALIFICATIONS:

The requirements listed below are representative of the knowledge, skill, and/or ability required.*

EDUCATION

- Equivalent to the completion of 12th grade, *plus* some related college or vocational training.

EXPERIENCE

- Five (5) years of related experience, including one (1) year of supervisory, lead, site management, and/or complex process management experience

CERTIFICATES, LICENSES, REGISTRATIONS

- Appropriate, valid, state-issued driver's license.
- International Code Council Certification.
- Code Enforcement Officer's License.

KNOWLEDGE OF

- Building Plans: Techniques and principles involved in the production and use of precision technical plans, blueprints, drawings, and models. This includes electrical, mechanical, plumbing codes and procedures.
- Housing Inspections: Housing code/ordinances and construction practices and methods.
- Municipal Property Code Enforcement: In depth comprehension of local, state and federal laws, standards, and procedures for bringing and keeping properties into compliance with City applicable property codes.
- Field Inspections: Techniques and principles involved to perform field inspections to assure compliance with said codes and laws.
- Creative Problem Solving: Within the parameters of code and ordinance requirements, seek alternative solutions. Instruct and explain to customers how to achieve their desired end result.
- Customer Service: Principles and processes for providing customer and personal services including a desire to help customers regardless of their circumstance.

- Office Software: Current word processing, presentation, spreadsheet, and database programs used by the City.
- Industry Software: Sufficient familiarity with technology to use a variety of specialized industry software programs.
- Record Keeping: Principles and practices for collection and recording of information for use in report presentations, open records responses, as well as, data and plan retrieval.

SKILLS AND ABILITIES IN

- Accuracy: Paying attention to detail in dealing with numbers, words and ideas.
- Budget Management: Developing plans and budgets; comparing them against actual activity.
- Organizational Strategies: Tracking multiple variables by sorting, grouping, and calendaring, such as when tracking and reviewing Managed Compliance cases.
- Reporting: Researching, analyzing, and compiling data and preparing concise documents, which includes comparing monthly key performance indicators to ensure the Operations division is keeping up with the strategic plan for the city.
- Complex Problem Solving: Identifying problems and reviewing related information to develop and evaluate options and implement solutions.
- Critical Thinking: Using logic and analysis to identify the strengths and weaknesses of different approaches.
- Service Orientation: Actively looking for ways to help people.
- Troubleshooting Communication: Communicating information and ideas in writing, as well as through speech, so others will understand in order to rectify the issues.
- Interactive Presentation: Effectively presenting information to groups and responding to questions.

GUIDANCE RECEIVED

Priorities and Policies

Organizational priorities and policies, along with professional standards and best practices, guide decisions and direction or advice given to others. Typically makes recommendations to superiors after considering various alternatives. Proactively addresses needed changes to policies, methods and procedures and obtains approval.

CONTACTS

Internally, this position interacts with various city staff, up to and including directors. Externally, it engages citizens, as well as contractors, business owners, and vendors.

EQUIPMENT AND PROPERTY

This position utilizes a city vehicle, cell phone, computer, copier, scanner, phone system, printers, and camera.

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.*

The employee is constantly required to balance, carry, drive a vehicle, grasp, lift up to 25 pounds, kneel, listen, push or pull, reach, see, sit, stand, stoop, talk, and walk.

WORK ENVIRONMENT

The work environment characteristics described here are representative of those an employee encounters while performing the essential functions of this job.*

The employee is constantly exposed to stress. Frequently, s/he is exposed to dirty environment and improper illumination. Occasionally, s/he may encounter moving mechanical parts, extreme temperature or weather conditions, and air contamination. Rarely, s/he may encounter confining work spaces and electrical hazards. The noise level in the work environment usually is low to moderate. This job requires the employee to perform duties or make decisions directly affecting the safety of others.

* Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

Note: A class specification is a general listing of duties, responsibilities, knowledge, skills, and abilities required of an incumbent assigned to a particular class of work. There may be one or multiple positions assigned to a single classification; therefore, the class specification lists those work attributes that are common to every incumbent in the class.