



## Town of Colonial Beach, Virginia

**Position: Community Enhancement Officer**

**Department: Community Development and Zoning**

**Salary Range: \$34,097-\$61,373 (Band 3)**

**Definition:** Under general supervision, the position of *Community Enhancement Officer* performs professional work in municipal code enforcement with supplemental responsibilities to assist with current and advanced planning/zoning work.

**Summary & Scope of Responsibilities:** The Community Enhancement Officer devotes a significant amount of time on code enforcement activities. The position works closely with the public and provides technical and administrative support within the Community Development Department on a variety of planning and zoning functions. The Community Enhancement Officer will also assist the Community Development Department in record keeping, managing the zoning counter, reviewing plans, issuing permits, and providing support to the Town's boards and commissions.

**Reporting Relationships:** Reports to the Director of Community Development.

### **Essential Tasks & Responsibilities:**

- Provide excellent, efficient, customer service to internal and external customers;
- Conduct residential and non-residential site visits in the community to investigate and appropriately document potential violations to the Town's zoning/municipal code in addition to adopted conditions of approval for projects;
- Research and compile land records, enforcement history, and permits associated with code violation investigations;
- Prepare detailed case records, chronologies, and corrective orders for code violations;
- Prepare inspection reports and notices of violation for mailing;
- Courteously and effectively communicate/meet with complainants, tenants, landlords, and property owners to identify and explain violations and what corrections need to be made in a timely manner;
- Continuously review unresolved cases and proceed with appropriate enforcement action;
- Maintain electronic records and logs which may be used for documentation in court cases;
- Coordinate with internal and external agencies/departments on code enforcement activities and issues;
- Make appearances and testify in court, as necessary, on code violations;
- As appropriate, refer property maintenance issues to a specialist for mowing, cleaning, clearing, securing, or demolition by the Town's contractor(s);
- Assists in the enforcement of the Chesapeake Bay Preservation Act;



- Provide technical assistance and information on zoning matters to customers at the zoning counter as well as by telephone and email;
- Occasionally prepare staff reports, attend public meetings and make presentations to the Town's boards and commissions;
- Creates and/or modifies Community Development Department applications and documents for public use;
- Assists the public with permit applications and calculates appropriate fees;
- Assists the Community Development Department in digital and hard copy record keeping, including website management;
- Helps prepare public hearing notices for the newspaper as well as post properties with required public hearing notices, as directed; and,
- Other duties that as may be assigned.

#### **Knowledge, Competencies & Technical Skills:**

- Maintains high standards of accuracy in exercising duties and responsibilities;
- General knowledge of municipal government, code enforcement, and basic planning principles and practices;
- Ability to understand and apply codes, standards, and regulations;
- Knowledge of principles and practices of research and data collection;
- Knowledge of effective writing, speaking and communication techniques;
- Knowledge of basic math and the ability to apply such knowledge in practical situations;
- Ability to read architectural drawings and symbols;
- General knowledge of the application and use of common computer hardware and software programs, including Microsoft Office;
- Effective communication and interpersonal skills to explain to others the Town's zoning and municipal code regulations as well as land-use/zoning processes and procedures in a clear and patient manner;
- Communicate professionally and tactfully with the public, town council members, board and commission members, outside agencies and co-workers;
- Ability to exercise sound judgement and use effective problem-solving skills to understand and gather relevant information to resolve land-use issues and zoning violations;
- Ability to operate a motor vehicle and travel to numerous sites each day; and,
- Ability to handle the stress which is inherent with code enforcement.
- Ability to work on several projects or issues simultaneously and meet all assigned deadlines;
- Respectfully follow directions received from supervisor;
- Understand and follow posted work rules and procedures;
- Ability to work independently or in a collaborative, team, environment, as directed; and,
- Work overtime hours, as may be needed.

#### **Education and/or Experience**

- High School Diploma or GED required. A college/university degree is preferred.



- One (1) year of full-time experience in municipal/county code enforcement or a related area of experience.

### **Certificates, Licenses, Registrations**

- Within 18 months from the date of employment, the successful candidate shall obtain an ICC Property Maintenance and Housing Certification. Additional certifications may be required from time to time at the direction of the town manager and/or director of community development.
- Obtain and retain a valid Commonwealth of Virginia Driver's License.

### **AAP/EEO Statement**

This position description provides a general overview of the environmental conditions inherent in the job setting, as well as the physical, mental, and sensory requirements necessary to perform the essential functions of this position.

The Town follows the requirements of the Americans with Disabilities Act (ADA) in all hiring and employment decisions. The Town will not discriminate on the basis of disability in its hiring and employment practices and will make reasonable accommodations for the known physical or mental limitations of a qualified applicant or employee with a disability upon request unless the accommodation would cause an undue hardship on the operation of the Town's business. Persons with disabilities are encouraged to contact the Director of Human Resources (at 315 Douglas Ave. Colonial Beach, VA, 22443) when accommodations and job modifications may be necessary.

### **Non-Discrimination in Employment**

The Town does not discriminate in employment on the basis of race, color, religion, sex, pregnancy, national origin, political affiliation, marital status, disability, genetic information, age, parental status, military service, or other non-merit factors.

**Duties and Responsibilities may change:** This position description is subject to change at any time as the needs of the Town change. Nothing set forth herein restricts the Town's right to assign or reassign duties and responsibilities to this position at any time with or without notice.

Position open until filled. Applications may be obtained from Town Hall, 315 Douglas Avenue, Colonial Beach, VA 22443, or online at <https://colonialbeachva.net/233/Apply-for-Employment>. Return completed applications and resume to Human Resources via email at [humanresources@colonialbeachva.net](mailto:humanresources@colonialbeachva.net).