Job Description

Job Title:	Neighborhood Improvement Officer	Classification:	Classified
Department:	Planning, Development and Neighborhood Services	Grade:	170
Occupational Group:	Code Enforcement and Inspection	FLSA:	Non-Exempt
Status:	Full-Time	Supervisory:	No

Primary Purpose

Under general supervision; enforces a variety of City Codes, including weed, tall grass, dead trees/brush, trash, illegal pumping, fences, abandoned/inoperable vehicles, open storage of furniture/appliances, or other code violations on residential and commercial property.

Essential Job Functions

Management reserves the rights to add, modify, change, or rescind the work assignments of different positions and to make reasonable accommodations so that qualified employees can perform the essential functions of the job. Regular and consistent attendance for the assigned work schedule is essential.

1. Responds to complaints; inspects properties for violations of various City nuisance laws.
2. Drives through City streets and alleys to identify violations of various nuisance laws; determines if violations exist and takes appropriate actions to ensure the violations are corrected, including informing property owners of corrections needed and issues citations for violations if remedial action is not adequate.
3. Monitors and updates compliances and actions taken in SeeClickFix or related systems utilized for nuisance enforcement.
4. Documents violations for court action by researching legal description of the property, verifying owner/occupant, taking photos of violations, making copies of violation notices sent, and preparing a report for presentation in court.
5. Provides testimony in court to document and/or verify the violation and the process followed to remedy the violation.
6. Makes arrangements for bids to abate violations as ordered by the court.
7. Monitors abatement of violations by successful bidders; prepares documentation to be used for billing property owners or for tax liens against properties due to abatement of violations.
8. Prepares lists of mowing abatements to be performed by the City.
9. Performs follow-up inspections of court-ordered actions.
10. Answers questions and complaints by citizens regarding the City enforcement procedures.
11. Meets with Neighborhood Associations to help plan long-term solutions that shape and stabilize the communities, including explaining laws and procedures as requested.
12. May serve as a member of the Neighborhood Improvement Team.
13. Contributes effectively to the Planning, Development and Neighborhood Services Department, communicates effectively with co-workers, both within the department as well as outside the department. Maintains satisfactory attendance to ensure duties are performed without negatively impacting co-workers or delivery of service to the public.

Other Duties

- Attends and participates effectively at departmental staff meetings.

- Maintains the confidentiality of files, records, and reports as required by law, City policy and procedures.
- Performs other duties as assigned.

Minimum Qualifications

Knowledge of: Various City of Joplin nuisance ordinances enforced, including weed/brush, trash/rubbish, fences, and inoperable/abandoned vehicle ordinances; enforcement procedures for City code and ordinance violations; regulations and procedures for issuing building permits and electrical and plumbing licenses; location of streets and addresses in the City of Joplin; Microsoft Office Suite.

Skill in: Establishing and maintaining effective working relationships with property owners, other City employees, and the public; understanding and interpreting complex regulations and guidelines; inspecting property to identify violations of City of Joplin nuisance codes and ordinances; Microsoft Office Suite.

Education: High school diploma or GED equivalent required.

Experience: Prior customer service skills, interpreting codes and regulations, working with computers, documenting violations of codes and regulations, and handling difficult situations is preferred, but not required.

Licenses and Certifications: Possess and maintain a valid state issued driver's license.

Physical Demands Requirements and Working Conditions

This position works in both an office classification and in the field. Must possess mobility to work in and around City buildings and facilities, to operate a motor vehicle and drive on city streets; stamina and mobility to read printed materials and a computer screen; and hearing and speech to communicate in person and over the telephone and radio. Finger dexterity is needed to access, enter, and retrieve data using a computer keyboard or field computer/tablet, camera, and operate necessary tools and equipment. The fieldwork requires walking in areas to perform nuisance investigations and identify problems or hazards. The position requires one to bend, stoop, kneel and reach when completing fire scene operations or inspections. Must be able to lift, carry, push, and pull materials and objects weighing up to 20 pounds or heavier weights with the use of proper equipment. Fieldwork may require exposure to unlevel ground, tall grass, weeds, insects, and poison ivy. Exposure to extreme cold and hot temperatures. Employees may interact with upset members of the public or their representatives while enforcing departmental policies and procedures.

Miscellaneous Requirements

Requires successful post-offer completion of a background investigation, physical exam and drug test as a condition of employment with the City of Joplin.

Revision Date: 11/01/2021	Type of Change: Update position
Revision details: City-wide job description revision and updates.	