



NEIGHBORHOOD PRESERVATION OFFICER/BUILDING INSPECTOR I/II

DEFINITION

Under general supervision, performs a range of technical, routine, and complex duties to support the City's neighborhood preservation, residential safety, and code compliance programs. The position ensures compliance with applicable regulations and standards for residential, commercial, and industrial properties by conducting inspections at various stages of construction, alteration, and repair to ensure compliance with building, plumbing, mechanical, electrical, and environmental codes, as well as investigating and resolving violations of municipal, zoning, housing, development, and signage codes. Key duties involve investigating citizen complaints, addressing quality of life issues, securing voluntary compliance, issuing citations, and initiating abatement procedures. Additionally, the role provides information to property owners, developers, architects, engineers, and contractors, utilizing computer systems for data entry and report preparation. The incumbent works collaboratively with other city departments and agencies and operates electronic equipment and field entry devices in adherence to City standards as required.

SUPERVISION RECEIVED AND EXERCISED

Receives general direction from the Chief Building Official, or designee. Exercises functional and technical direction over technical staff.

DISTINGUISHING CHARACTERISTICS

Neighborhood Preservation Officer/Building Inspector I

This is the entry-level classification in the Neighborhood Preservation Officer/ Building Inspector classification series. Initially under close supervision, incumbents learn and perform a variety of routine, technical, and functional duties in support of the City's code enforcement program related to code compliance, building inspection, and neighborhood preservation. As experience is gained, assignments become more complex and varied and are performed with greater independence. Positions at this level usually perform most of the duties required of the position at the Neighborhood Preservation Officer/Building Inspector II level but are not expected to function at the same skill level and usually exercise less independent discretion and judgment in matters related to work procedures and methods.

Incumbents are given detailed instructions in the performance of routine tasks, which may include investigating code violations, conducting inspections at various stages of construction, and interacting with the public to enforce City codes and ordinances. Positions that are limited to duties of a more routine, repetitive nature may be permanently allocated at the Neighborhood Preservation Officer/Building Inspector I.

Neighborhood Preservation Officer/Building Inspector II

This is the journey-level classification in the Neighborhood Preservation Officer/Building Inspector classification series. Positions at this level are distinguished from the Neighborhood Preservation Officer/Building Inspector I by the performance of the full range of duties, working independently, and exercising significant independent judgment and initiative. Incumbents in this classification perform complex code enforcement and inspection duties, including neighborhood preservation, code compliance, and building

inspection, with minimal supervision. Incumbents are expected to handle new or unusual situations as they arise, requiring only occasional instruction or assistance. Work is normally reviewed upon completion for overall results, rather than detail, reflecting the expectation of a high degree of independence in carrying out responsibilities. Incumbents exercise discretion and independent judgment when conducting routine to complex inspections, investigating code violations, ensuring compliance with applicable City, State, and Federal codes, and resolving complex issues related to neighborhood preservation and building safety. Incumbents may provide lead direction and functional supervision to assigned clerical, technical, and professional staff.

Positions in the Neighborhood Preservation Officer/Building Inspector series are flexibly staffed and positions at the II level are normally filled by advancement from the next lower level, after gaining the knowledge, skill, and experience which meet the qualifications for and after demonstrating the ability to perform the work of the higher-level class.

EXAMPLES OF TYPICAL JOB FUNCTIONS (Illustrative Only)

Management reserves the right 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.

- Maintains accurate case files, databases, and records of inspections, citations, and violations; prepares various written reports, correction notices, memoranda, and other documentation related to code enforcement and building inspection activities.
- Provides information and guidance to property owners, developers, architects, engineers, contractors, and the general public regarding code requirements, alternatives, and compliance processes. Attends pre-construction meetings and resolves complaints or problems.
- Represents the City in meetings with members of other public and private organizations, community groups, contractors, developers, and the public, as assigned by the Chief Building Official or designee.
- Confers with legal, fire, public works, and other City staff regarding building, fire, life safety, zoning, and other code interpretations and applications.
- Prepares non-compliance cases for legal action and presents testimony at hearings or court proceedings, as necessary.
- Performs a variety of public relations and outreach activities related to code compliance and neighborhood preservation, ensuring effective communication with the public, business community, and government agencies.
- Drafts and recommends revisions to City code enforcement policies and procedures to ensure efficient and effective program operations in compliance with City guidelines, standards, and objectives.
- Receives, records, and investigates complaints from the public and staff regarding violations of building, zoning codes, ordinances, housing standards, and health and safety regulations; documents violations by securing photographs, conducting research, and collecting pertinent data to determine whether a violation has occurred.
- Initiates contact with residents, business representatives, and other parties to explain violations and encourages voluntary compliance with City codes, ordinances, and community standards; takes action to abate dangerous or nuisance conditions on vacant properties and addresses vector control issues.
- Makes drive-by or on-site inspections of residential, industrial, and commercial areas, noting practicable violations and addressing them during the course of field investigations.
- Prepares and issues notices of violation, noncompliance letters, final notices, and misdemeanor according to applicable codes and regulations; affixes notices of violation on properties when appropriate to abate fire and public safety hazards and nuisances.
- Coordinates activities with other code compliance personnel and departments, including follow-up abatement procedures such as the preparation of additional correspondence, site visits, and communication with property owners and attorneys.
- Performs field inspections of new and existing residential, commercial, and industrial properties at

- various stages of construction, alterations, and repairs to enforce compliance with building, plumbing, mechanical, electrical, and environmental codes, as well as zoning, grading, fire, and safety regulations.
- Reviews building plans for completeness, accuracy, and code compliance for new construction, alterations, or remodeling of residential, commercial, and industrial structures; ensures compliance with applicable codes and engineering practices.
 - Posts stop-work orders in response to complaints regarding unpermitted work or work not conforming to approved plans, specifications, or applicable codes and ordinances.
 - Investigates complaints related to existing buildings or new construction to determine if code violations or unsafe conditions exist.
 - Issues building permits and certificates of occupancy; reviews applications and plans for permit submittals and performs inspections during various phases of construction to verify compliance with approved plans.
 - Reviews energy calculations to ensure compliance with State codes.
 - Reviews damaged buildings for safe occupancy following fires, disasters, or other occurrences.
 - Conducts follow-up inspections to ensure compliance with code violations and conformance with approved plans, specifications, and safety standards.
 - Performs other related duties as assigned.

JOB-RELATED QUALIFICATIONS

Some knowledge, skills, and abilities may be performed by positions at the entry (I) level in a learning capacity:

Knowledge of:

- Principles and procedures of record-keeping, technical report writing, and preparation of correspondence and presentations.
- Applicable Federal, State, and local laws, rules, regulations, ordinances, and organizational policies and procedures relevant to the assigned area of responsibility.
- Techniques for effectively representing the City in contacts with governmental agencies, community groups, business and regulatory organizations, property owners, developers, contractors, and the public.
- California construction codes, zoning ordinances, and related codes.
- Basic requirements of zoning and related codes, ordinances, and regulations.
- Methods and procedures used in code compliance, including citation issuance procedures, methods used to obtain various types of inspection warrants, and principles used to prepare legal documents.
- Research and reporting methods, techniques, and procedures.
- Occupational hazards and standard safety practices necessary in the area of building inspection and construction.
- Principles, practices, methods, and techniques of code violation investigation and compliance.
- Practices for documenting inspections, correcting violations, and following through with court procedures.
- Principles, practices, methods, materials, techniques, and safety standards of building construction, building inspection, and structural design for commercial, industrial, and residential buildings.
- Demonstrate proficiency in core mathematical disciplines and be able to apply these concepts to solve practical problems.
- Principles of providing functional direction and mentoring team members.
- The structure and content of the English language, including the meaning and spelling of words, rules of composition, and grammar.
- Modern equipment and communication tools used for business functions and program, project, and task coordination.
- Computers and software programs (e.g., Microsoft software packages) to conduct, compile, and/or generate documentation.
- Safety equipment and practices related to the work, including safe driving rules and practices.

- Record-keeping principles and procedures, report preparation, filing methods, and records management techniques.

Ability to:

- Prepare accurate and effective reports, correspondence, change orders, specifications, and other written materials; maintain accurate and precise records.
- Maintain accurate logs, records, and written documentation of work performed.
- Interpret, apply, explain, and ensure compliance with applicable Federal, State, and local laws, rules, regulations, policies, and procedures related to code compliance.
- Educate property owners, residents, and other parties on codes and regulations in a clear and approachable way.
- Recognize and explain occupational hazards, standard safety practices and potential occupational risks in code compliance work.
Effectively represent the department and the City in meetings with governmental agencies, community groups, various business, professional, and regulatory organizations, and in meetings with individuals.
- Establish, maintain, and foster positive and effective working relationships with those contacted in the course of work.
- Review, understand, interpret, and analyze construction blueprints, plans, specifications, architect and engineering drawings, and maps for conformance with City standards and policies.
- Respond to inquiries, complaints, and requests for service in a fair, tactful, and timely manner.
- Make sound, independent decisions within established policy and procedural guidelines.
- Independently organize work, set priorities, meet critical deadlines, and follow up on assignments.
- Detect faulty materials and workmanship and determine the stage of construction during which defects are most easily found and remedied.
- Make accurate arithmetic, financial, and statistical computations.
- Coordinate and deal with contractors, engineers, and property owners, as well as investigate building code violations and respond to inquiries and complaints in a fair, tactful, and timely manner.
- Use tact, initiative, prudence, and independent judgment within general policy, procedural, and legal guidelines.
- Effectively use computer systems, software applications, and modern business equipment to perform a variety of work tasks.
- Communicate clearly and concisely, both orally and in writing, using appropriate English grammar and syntax.
- Prepare clear and concise reports, correspondence, and other written materials.
- Learn and understand the organization and operation of the City and outside agencies as necessary to assume assigned responsibilities.
- Understand and carry out oral and written instructions.

Education and Experience:

Any combination of training and experience that would provide the required knowledge, skills, and abilities is qualifying. A typical way to obtain the required qualifications would be:

Neighborhood Preservation Officer/Building Inspector I

Education: Equivalent to the completion of the twelfth (12th) grade, supplemented by college-level coursework or technical training in fields such as code compliance, law enforcement, construction technology, building inspection, or a related area.

Experience: Two (2) years of journey-level experience in craft work within the building trades, processing permit applications, enforcing various building and/or planning codes, or reviewing plans for compliance with regulations and codes, including one (1) year of experience involving the interpretation, explanation, or enforcement of laws and regulations.

Neighborhood Preservation Officer/Building Inspector II

Experience: Two (2) years of experience equivalent to a Building Inspector I or Neighborhood Preservation Officer I with the City of East Palo Alto; or Three (3) years of increasingly responsible municipal code compliance experience; or

Licenses and Certifications:

Neighborhood Preservation Officer/Building Inspector I:

- Possession of a valid International Code Council (I.C.C.) Residential Building Inspector Certificate at the time of appointment. Within 12 months of hire, must obtain a residential certification in one (1) of the following disciplines: Mechanical, Electrical, or Plumbing Inspection. The remaining two (2) certifications must be completed within 24 months of hire, for a total of four (4) certifications. Certifications must be issued by the International Code Council (I.C.C.) or the International Association of Plumbing and Mechanical Officials (I.A.P.M.O.), or alternative certifications recognized by these organizations, if deemed acceptable.
- Must obtain certification from a recognized Neighborhood Preservation/Code Enforcement Association (such as the California Association of Code Enforcement Officers [CACEO] or equivalent) at date of hire.

Neighborhood Preservation Officer/Building Inspector II:

- At the time of appointment, possession of two (2) certifications in Commercial and two (2) certifications in Residential Building, Mechanical, Electrical, or Plumbing Inspection. The remaining four (4) certifications must be obtained within 24 months of hire, for a total of eight (8) certifications. Certification as a Residential Plans Examiner must be obtained within 36 months of hire. Candidates with a minimum of two (2) years of experience as a Building Inspector I with the City of East Palo Alto must possess all eight (8) certifications in Commercial and Residential Building, Mechanical, Electrical, and Plumbing Inspection at the time of hire. Certification as a Residential Plans Examiner must be obtained within 24 months of hire.

Additional Requirement for both levels:

- Possession of a valid California Class C Driver's License and a good driving record at the time of appointment.
- Certifications must be issued by the International Code Council (I.C.C.) or the International Association of Plumbing and Mechanical Officials (I.A.P.M.O.). Alternative certifications recognized by these organizations may be accepted if deemed appropriate.
- Possession of a certificate of completion of Penal Code § 832 Course in Arrest, Search, and Seizure, issued by the California Commission on Peace Officer Standards and Training, within one (1) year of appointment. Also required is compliance with CA Codes § 18949.25-18949.31 under the 2007 California Health and Safety Code, Chapter 7 (Construction Inspectors, Plans Examiners, and Building Officials).

PHYSICAL DEMANDS

Must possess the mobility to work in both office and field environments, including standard office settings and various commercial and residential development or inspection sites. In an office setting, duties involve the use of standard office equipment, such as a computer, requiring finger dexterity to access, enter, and retrieve data using a keyboard or calculator, and the ability to operate other office equipment. Vision is required to read printed materials and a computer screen, and hearing and speech are needed to communicate in person and over the telephone. The position may occasionally require standing, walking between work areas, and bending, stooping, kneeling, reaching, pushing, and pulling drawers open and closed to retrieve and file information.

When working in the field, the role requires the mobility, strength, and stamina to perform light to medium physical work, including walking on level, uneven, or slippery surfaces, climbing ladders, stairs, and other temporary access points, and the ability to sit, stand, twist, turn, kneel, and bend. The position may involve frequent walking in operational areas to identify problems or hazards, with exposure to hazardous materials at some site locations. Field inspections also require vision to inspect site conditions, materials, structures, and ongoing work, including color vision to identify potential hazards, materials, and wiring. Hearing and speech are needed to communicate effectively in person and before groups. Employees must have the ability to lift, carry, push, and pull materials and objects averaging 30 pounds, and up to 50 pounds with proper equipment or assistance.

ENVIRONMENTAL CONDITIONS

Employees work partially in an office environment with moderate noise levels and controlled temperature conditions, and partially in the field. Fieldwork may expose employees to loud noise levels, cold and hot temperatures, inclement weather conditions, road hazards, vibration, confined workspaces, chemicals, mechanical and/or electrical hazards, and hazardous physical substances and fumes. Employees may interact with upset staff, public, and private representatives, as well as contractors, in interpreting and enforcing departmental policies and procedures.