

MAJOR FUNCTION

This role involves technical, investigative, and community engagement work to support contractual compliance for right-of-way mowing contractors, address beautification issues, report cross-departmental utility issues, and enforce the Solid Waste Ordinance in Tallahassee. Inspect community areas and investigate complaints of illegal dumping to ensure compliance with municipal codes. Inspect vendors contracted work for neglect, litter, and hazardous refuse. Interview residents and inspect areas in need of beautification or where city services malfunction. Monitor right-of-way work for timely contract compliance. Collaborate with other departments to prepare and submit compliance reports. Communicate with property owners to explain investigation findings, issue violation notices, and encourage voluntary compliance. Duties are performed under general supervision and follow established ordinances, contracts, policies, and plans. The role requires independent judgment, discretion, tact, patience, and self-control. Work is reviewed through observations, reports, conferences, and results obtained.

ESSENTIAL AND OTHER IMPORTANT JOB DUTIES**Essential Duties**

Manage volatile situations regarding Solid Waste Ordinance violations and resolutions with property owners, tenants, and complainants. Support the City's implementation of Keep Tallahassee Beautiful and Litter Control programs and other beautification initiatives. Study the Solid Waste Ordinance to determine the specific nature of code violations and necessary actions. Issue notices of violation to property owners not complying with requests for voluntary correction and place customers on mandatory premium service if needed. Prepare and submit written or oral reports to achieve compliance in collaboration with intra-department and inter-department units. Coordinate with City and County law enforcement agencies to issue violation notices to known violators of dumping regulations and collaborate to post signs forbidding illegal dumping at designated sites. Develop intra-department and inter-department partnerships and lead special task forces to report malfunctions of city services or equipment in various neighborhoods. Proactively address ordinance violations/regulations, beautification, and visibility concerns at intersections. Inspect right-of-way contracted areas for contractual compliance. Conduct informational meetings with residents and serve as the department liaison for neighborhood cleanup projects and beautification campaigns. Promote community interest in eliminating dangerous and unsightly land use practices. Make direct contact with violators, property owners, or tenants regarding violations affecting neighborhood aesthetics and/or health/safety, working with citizens to achieve compliance. Provide testimony concerning ordinance violations before the Municipal Code Board, special magistrates, and circuit court judges. Take pictures of issues related to noncompliant violators and prepare evidence reports for senior management and law enforcement intervention. Provide testimony concerning ordinance violations before the Municipal Code Board, special magistrates, and circuit court judges.

Other Important Duties

Perform as an essential employee to survey damages after catastrophic events. Run intelligence-related missions to assist with determining cleanup efforts. Create a cleanup reporting metric to inform senior management of accomplishments. Attend neighborhood and community meetings to discuss and educate citizens on the Solid Waste Ordinance. Perform duties to control traffic during Cash for Trash events. Lead and serve on cross-functional teams to resolve code and Solid Waste Ordinance. Participate in neighborhood clean-ups and beautification projects.

DESIRABLE QUALIFICATIONS**Knowledge, Abilities and Skills**

Thorough knowledge of City ordinances, contract language, rules, and regulations. Considerable knowledge of the geography of the City and adjacent areas. Experience supporting and/or participating in multi-agency task forces. Strong planning and organizational skills to maintain workflow. Proficient in comprehending and applying contractual terms and statutes. High computer literacy and competency in using relevant software and applications necessary for successful job performance. Effective communication skills, both oral and written. Ability to work under stress and exercise fair judgment in decision-making. Strong inter-departmental and intra-departmental relationship skills. Ability to effectively work with law enforcement agencies. Competence in interpreting legal contracts and ordinances. Proficient in operating office equipment and safely driving passenger vehicles and light-duty pickup trucks.

Minimum Training and Experience

Possession of a high school diploma or an equivalent recognized certificate and two years of experience in negotiating, mediating, enforcing standards, understanding contract terms, ordinances, working in law enforcement, investigating, or inspecting contractor's work, providing customer service, or two years of experience working in the solid waste services industry or a related field.

Necessary Special Requirements

Must possess a valid Class E State driver's license at the time of appointment.

Must obtain Florida Association of Code Enforcement Level I certification within 6 months of employment and maintain certification as a condition of continued employment.

Established; 12-07-86

Revised: 02-08-90

04-19-99

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