



# HUMAN RESOURCES DEPARTMENT

City of Burlington

179 South Winooski Avenue, STE 100, Burlington, VT 05401

Voice (802) 865-7145

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Vermont Relay: 7-1-1 or 800-253-0191

## CASE MANAGEMENT SPECIALIST CODE ENFORCEMENT

**POSTING DATE:** August 22, 2014

**RATE OF PAY:** \$24.6128

**EXEMPT/NON-EXEMPT:** Exempt

**DEADLINE TO APPLY:** September 5, 2014

**POSITION STATUS:** Regular Full Time

**CLASSIFICATION GRADE:** 18

**UNION:** Non-Union

### **APPLICATIONS CANNOT BE ACCEPTED AFTER THE DEADLINE DATE**

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This position is responsible for providing day-to-day case management for the Code Enforcement Office administrative functions, inspection systems and personnel. This position provides oversight for maintenance and improvement of Code Enforcement Office systems and procedures. This position also provides direct case management for extended compliance requests, complex and multi-agency enforcement efforts, and other cases as assigned by the Director of Code Enforcement.

#### **ESSENTIAL FUNCTIONS:**

- Acts for the Director of Code Enforcement in her/his absence.
- Oversees staff investigative findings, orders, tickets, affidavits and referrals for legal action and provides general case management for adherence to Department policies and protocols, completeness and accuracy.
- Monitors routine inspection schedule and follow-up of complaint and service request investigations to ensure proper routing and response within and outside the Department.
- Oversees maintenance of office information technology and operating systems, including but not limited to IT procedures, resources and reports.
- Coordinates with City IT staff to develop and generate necessary departmental reports, forms and documents as required.
- Reviews and decides requests for extension of compliance dates on orders.
- Monitors compliance with orders and oversees preparation of cases for referral to the City Attorney's office.
- Coordinates supervision of inspection staff and assists Director with annual performance reviews.
- Provides day-to-day supervision, training and case management of office administrative personnel to include oversight of Rental Registration and annual Rental Billing.
- Provides investigation, inspection, reporting and direct case management for complex cases as assigned.
- Responds to requests for assistance from members of other city departments, the public, legislators, and various other agencies.
- Serves as liaison to other departments and agencies for coordination of enforcement efforts as assigned.
- Coordinates with City Attorney's office for the management of cases involving legal action.
- Assists in the planning and provision of educational materials and workshops on housing, public health and quality-of-life issues, regulations and ordinances in the City of Burlington.
- Conducts research into various code enforcement, quality-of-life, zoning and public health issues as assigned.
- Analyzes existing Code Enforcement Office procedures and processes; drafts and recommends changes in procedures to the Director.
- Maintains positive public relations in providing information and handling public complaints.
- Represents the Department at various public meetings and events as assigned.

#### **QUALIFICATIONS/BASIC JOB REQUIREMENTS:**

- Bachelor's degree required and three years' experience in a governmental environment with an emphasis on code enforcement; housing, community and neighborhood issues; planning and zoning; environmental or public health; or related area preferred.
- Knowledge of basic accounting principles preferred.
- Two years supervisory experience preferred.
- Strong communication and public relations skills required.
- Ability to gather and assess information from a variety of sources and make timely and effective decisions regarding management of cases.
- Within three years of employment ability to obtain and maintain AACE certification required.
- Ability to communicate clearly orally and in writing required.
- Ability to interact in a professional and courteous manner with members of the public, elected officials, community groups and other employees required.
- Must be able to represent the department in a professional manner.
- Ability to work in a high stress environment required.
- Ability to maintain good morale and work attitude in a highly stressful environment required.
- Ability to work with a diverse population with a strong commitment to equity and inclusion, among City staff and the general public.
- Ability to interpret and implement local ordinances required.
- Ability to work in a busy and demanding environment.
- Ability to attend night and weekend meetings as required.
- Regular attendance is necessary and is essential to meeting the expectations of the job functions.

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**To Apply:** Submit cover letter, resume and a City of Burlington Application to: Human Resources Department, 179 So. Winooski Ave., Burlington, Vermont 05401. To obtain an application or for more information about the City of Burlington, please see our website: <http://www.burlingtonvt.gov/hr/jobs>

The City of Burlington will not tolerate unlawful harassment or discrimination on the basis of political or religious affiliation, race, color, national origin, place of birth, ancestry, age, sex, sexual orientation, gender identity, marital status, veteran status, disability, HIV positive status or genetic information. The City is also committed to providing proper access to services, facilities, and employment opportunities.

For accessibility information or alternative formats, please contact Human Resources Department at 865-7145.

WOMEN, MINORITIES AND PERSONS WITH DISABILITIES ARE HIGHLY ENCOURAGED TO APPLY. EOE.