



City of Kansas City, Missouri Job Class Specification

Job Title: COMMUNITY ENGAGEMENT SPECIALIST **Department:** MULTI
Job Code: 4021 **Status:** NONEXEMPT **Grade:** L-7

Summary Under general direction, serves as a team lead and participates in the operation, inspections, and enforcement activities of the City's Ordinances or Code Enforcement efforts. Responsibilities include processing applications for licenses and permits, overseeing and participating in the investigation and initiation of procedures to issue licenses and permits, abate violations and obtain compliance with applicable ordinances, codes, and regulations related to zoning, land use, nuisance housing, building codes, abatement regulations, health and safety, blight, graffiti, and other matters of public concern; serves as a resource and provides information on the City regulations to property owners, residents, the general public, and other City departments and division; ensures work quality and adherence to established policies and procedures; and performs the more technical and complex tasks relative to assigned area of responsibility.

- Duties and Responsibilities**
- Participates in the full range of Community Engagement Officer duties; assists other Officers with field inspections; enforces compliance with City regulations and ordinances including those pertaining to zoning, land use, nuisance housing, building codes, abatement regulations, health and safety, blight, graffiti, and other matters of public concern.
 - Facilitates response to emergency situations, such as licensed or permitted businesses that are operating illegally, properties lacking essential services, unsanitary and unsafe conditions, and other conditions that may pose a hazard to the public, i.e., fires and floods, by posting the structures with order to vacate requiring vacation of the property immediately, issuing emergency orders requiring short turnaround of emergency situations, obtains search warrants from Municipal Court Judge for emergency situations.
 - Researches, compiles and submits detailed written reports, makes recommendations on investigations, and implements plan of action to completely utilize the legal system and/or alternative resources to uphold the ordinances or abate the code violations.
 - Participate in efforts to inform and assist residents regarding the City charter, ordinances, and resolutions through a combination of responsive and outreach activities to include, but not limited to, attending neighborhood association meetings, municipal, strategic planning programs, and City sponsored events.
 - Demonstrates expertise in investigating and inspecting private commercial and residential properties, and vacant lots to determine permitting and licensing needs, the nature and scope of environmental and housing problems, develop the plan of action needed. Mentors and instructs Community Engagement Officers on proper investigative techniques and strategies.
 - Addresses outstanding unresolved property maintenance issues and property owners with a history of non-compliance through investigations and inspections of private commercial and residential properties, and vacant lots to determine the nature and scope of environmental and housing problems, develop the plan of action needed, makes inspections and investigations of permitted and licensed businesses to ensure for ordinance compliance, and makes inspections of other unlicensed/unpermitted businesses to ensure that a license or permit is not needed.

Duties and Responsibilities (continued)

- Trains in the effective use of available resources to expedite abatement of code violations and to educate code violators.
- Undergoes extensive, ongoing, highly specialized training to develop legal, analytical, judgment and interpretive skills and investigative techniques in order to appropriately and successfully enforce the ordinances fully to each specific situation.
- Attends and participates in professional group meetings; maintains awareness of new trends and developments in the field of ordinance and code enforcement; incorporates new developments as appropriate into programs.
- Attends meetings and serves as a resource to other City departments, divisions, the general public, community groups, and outside agencies related to assigned area; works cooperatively with other departments regarding issues related to assigned area; works cooperatively with local, state, and federal agencies including social services agencies to provide resources and enforcement to the community; interprets and explains municipal codes and ordinances to members of the general public, contractors, business owners, and other interested groups.
- Support the Office of Citizen Engagement on a wide range of initiatives to educate and connect residents with City services, programs, and opportunities to engage.
- Integrate multiple sources of information and data into clear and concise reports and presentations including data on neighborhoods, gaps in services, and resources for residents.
- Performs related duties as required.

Technical Skills

Thorough knowledge of:

Operations, services, and activities of a municipal code compliance program.

Pertinent codes, ordinances, laws, and regulations.

Procedures involved in the enforcement of codes and regulations including research methods and techniques.

Principles and practices of conducting and documenting field investigations.

City services and organizational structure as they relate to code compliance.

Legal actions applicable to code enforcement compliance.

Principles and practices of customer service and public relations. Principles

and procedures of record keeping and filing.

Occupational hazards and standard safety practices including personal safety practices when in confrontational encounters with the public.

Geographic features and locations within the area served.

Effective communication techniques required for gathering, evaluating, and transmitting information.

Ability to:

Coordinate and direct City's code enforcement and compliance programs.

Serve as a team lead

Recommend and implement goals, objectives, policies, and procedures for providing code enforcement services and activities.

Plan and organize work to meet changing priorities and deadlines.

Understand the organization and operation of the City and of outside agencies as necessary to assume assigned responsibilities.

Understand, interpret, and apply general and specific administrative and departmental policies and procedures as well as applicable federal, state, and local policies, laws, and regulations including applicable codes, ordinances, and regulations related to zoning, nuisance abatement, and health and safety issues.

Inspect and identify violations of applicable codes and ordinances.

Enforce pertinent codes, ordinances, laws, and regulations with impartiality and efficiency.

Respond to inquiries, complaints, and requests for service in a fair and tactful manner.

Investigate complaints and mediate resolutions in a timely and tactful manner.

Prepare accurate and detailed documentation of investigation findings.

Maintain complex logs, records, and files.

Research, compile, and collect data.

Prepare clear and concise technical and administrative reports.
Work independently in the absence of supervision.
Effectively represent the City to outside individuals and agencies to accomplish the goals and objectives of the unit.

Education and Experience

High school graduation and five (5) years' experience in planning/zoning, nuisance housing, building construction or inspection, health, safety codes and ordinance inspection or investigations: neighborhood/community assistance code enforcement, background investigations or criminal justice.

OR

An equivalent combination of qualifying education and experience.

**Certificates/
Licenses/Special
Requirements**

- Must possess a valid State-issued driver's license in accordance with City of KCMO.
- Must possess or be eligible to obtain required police commission from the Kansas City, Missouri Police Department.
- Will be required to pass a pre-employment drug screen.
- Must pass a background check as prescribed by the City.

**Supervisory
Responsibility**

None.

**Supervision
Received**

Work is performed under general technical/supervision.

Note: This job description should not be construed to imply that these requirements are the exclusive standards of the position. Incumbents will follow any other instructions, and perform any other related duties, as may be required. Reasonable accommodation will be provided to qualified individuals with disabilities. The City of Kansas City has the right to revise this job description at any time. The job description is not to be construed as a contract for employment.

Created

3/13

Revised

08/16, 06/22,08/2022, 06/2023 , 01/2024

