

**MAJOR FUNCTION**

This is a trainee classification which facilitates progression into the position of Resilience Officer I or Human Services Specialist. Performs technical, investigative, outreach and community engagement work that supports the sustainability, resiliency, code compliance and street homeless outreach activities for the City of Tallahassee. Under close supervision, trainees may inspect properties to ascertain compliance with, and enforcement of, municipal codes and ordinances to improve public safety, disaster resilience, environmental health, and quality of life. Trainees may work to identify and engage people living in unsheltered locations, such as in cars, parks, abandoned buildings, encampments, and on the streets or other places not meant for human habitation to connect them to basic needs and supportive services. Duties are performed in accordance with established ordinances, plans, and policies.

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

Helps to inspect single/multiple family dwellings and other structures and properties for compliance with municipal codes, ordinances, and regulations. Receives and processes code enforcement complaints from citizens via telephone, email, and in-person visits; initiates code cases and assists in preparing documentation for compliance hearings. Makes direct contact with property owners or renters regarding code violations relating to health, safety, and aesthetic concerns and assists them in achieving compliance. Assists in preparing evidence for the prosecution of violators of the standard housing code and related municipal ordinances and regulations. May provide testimony concerning code violations before the Municipal Code Board, special magistrates, and circuit court judges. Conducts surveys and collects data on operational and administrative problems and procedures regarding the services offered by the division. Participates with special task forces and interdepartmental teams to proactively address community issues, correct code violations, and improve public health and safety issues.

Responds to citizen inquiries, concerns, and complaints regarding unsheltered homeless individuals. Responds to, advises, and assists the Housing and Community Resilience Manager in the handling of citizen complaints, evaluating the use of other governmental non-governmental partnerships and the use of social service assistance in resolving concerns. Analyzes and resolves customer complaints. Canvasses neighborhoods to identify homelessness status to facilitate homelessness services and implement program change. Attends coordinated partnership meetings.

**Other Important Duties**

Trains, prepares for, and performs essential personnel duties during emergency response, including damage assessments and community recovery efforts. Attends neighborhood and community meetings to support code enforcement, homeless outreach, sustainability, and resilience. Performs related work as required.

**DESIRABLE QUALIFICATIONS****Knowledge, Abilities and Skills**

Interest in creating a strong and vibrant community. Knowledge of the City's geography and neighborhoods. Ability to learn and research technical information. Ability to plan, organize, and maintain a workflow consistent with work demands. Ability to communicate effectively, clearly, and concisely, both orally and in writing. Ability to work effectively under stress and remain professional to all customers. Ability to use good judgment in interacting with residents and sharing information about how to achieve compliance or obtain support services. Ability to use a computer and associated programs and applications necessary for successful job performance. Experience in a skilled craft or technical experience in the building or housing construction industry or inspection area valuable.

Minimum Training and Experience

Possession of a high school diploma or an equivalent recognized certificate.

Necessary Special Requirement

Must obtain certification as a Property Maintenance and Housing Inspector from the International Code Council, and complete Level One of the Florida Association of Code Enforcement's (FACE) within one year of appointment, as a condition of continued employment.

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

Established: 10-22-22

Revised: 06-10-25