



## **CLASS SPECIFICATION**

**CLASS TITLE:** Utilities Program Compliance Coordinator

**DEFINITION:**

To plan, organize, coordinate, implement and perform a variety of technical duties related to the support and enforcement of compliance programs within the Utilities Department, including but not limited to, solid waste, waste reduction, backflow and water diversion; to maintain knowledge and provide expertise related to regulations impacting assigned programs; and to participate in the development review process.

**DISTINGUISHING CHARACTERISTICS:**

The Coordinator level recognizes positions that are responsible for a program area within a work unit or department including planning, organizing, and implementing program elements.

Receives general direction from a higher-level supervisor or manager.

**EXAMPLES OF DUTIES:**

Duties may include, but are not limited to, the following:

- Recommend and assist in the implementation of goals and objectives; establish schedules and methods for the implementation of assigned compliance program activities as it relates to solid waste, recycling and water; implement policies and procedures.
- Evaluate operations and activities of assigned responsibilities; recommend improvements and modifications; prepare various reports on operations and activities.
- Coordinate and implement the City's construction and demolition debris recycling program to include:
  - Communicating with project applicants, educating them on regulatory requirements.
  - Reviewing, approving or denying Waste Reduction and Recycling Plans submitted by project applicants.
  - Monitoring and making field visits to construction sites to ensure compliance and maintain open communication regarding failure to meet requirements.
  - Performing final inspection and issuing final determination for projects as it relates to compliance; issuing fines for non-compliance as necessary.
- Coordinate with the City's contractor for solid waste and recycling services regarding delinquent accounts; prepare and distribute compliance notices and perform required follow up to ensure resolution of delinquencies and service restoration.
- Enforce mandatory solid waste service requirements and corresponding City Code, and review, approve or deny solid waste service exemption requests.
- Investigate and document matters involving theft of recyclables and illegal hauling including contacting and interviewing subjects, issuing verbal and written warnings, and issuing administrative citations.
- Coordinate with the Waste Prevention Specialist regarding non-compliance with mandatory recycling and composting requirements; make site visits and issue compliance orders and administrative citations as necessary.

- Assist with the development review process as it relates to trash enclosures, ensuring compliance with specifications and City standards; conduct final inspection and sign-off.
- Receive, investigate and follow-up on complaints regarding public dumping and illegal storage of carts in public right-of-way.
- Receive and investigate water diversion complaints.
- Support the City's backflow prevention program by maintaining records, communicating with customers, and coordinating for the use of private testers.
- Research, compile and prepare reports and documentation on program activities; analyze program, develop corrective action and maintain records of findings and corrective actions; prepare periodic status reports.
- Receive, research and respond to solid waste and water customer service complaints and inquiries.
- Represent function on committees, outside organizations, and at staff subcommittees as necessary; coordinate internet and intranet activities with other City divisions and departments and outside agencies.
- Represent the City with dignity, integrity, and the spirit of cooperation in all relations with staff and the public.
- Foster an environment that embraces integrity, service, inclusion and collaboration.
- Be an integral team player, which involves flexibility, cooperation, and communication.
- Build and maintain positive working relationships with co-workers, other City employees and the public using principles of good customer service.
- Perform related duties as assigned.

### **QUALIFICATIONS:**

#### **Knowledge of:**

- Objectives of solid waste, recycling and water compliance programs.
- Methods and materials used in the building industry.
- Investigative procedures.
- Public relations methods common to gaining compliance.
- Pertinent local, State and Federal laws, ordinances and rules.
- Modern office practices, methods, and computer equipment including relevant software programs.
- Oral and written communication skills; business English including vocabulary, spelling, and correct grammatical usage and punctuation.
- Safe work practices.
- Principles and practices of excellent customer service.

#### **Ability to:**

- Organize, implement and direct assigned compliance program activities as it relates to solid waste, recycling and water.
- On an ongoing basis, know, understand and explain operations; know all requirements and essential aspects of the job; intermittently observe and analyze problems; review, analyze and interpret documents and information, remember instructions; and communicate tasks or projects to others.
- Remain in a stationary position at desk, table or counter for long periods of time; intermittently move around the office while performing work activities and to reach needed items; manipulate and file documents; operate and adjust office equipment; and move or transport weight of 25 pounds or less.

- Effectively read and understand building plans, perform construction estimation and calculate volume to weight conversions.
- Prepare a variety of spreadsheets, correspondence and reports.
- Act with diplomacy to de-escalate conflict and seek compliance.
- Assemble, analyze and evaluate facts and evidence to draw logical conclusions.
- Research and interpret ordinances, rules and regulations and/or technical reference materials.
- Understand and carry out oral and written instructions and prioritize workload to meet deadlines.
- Read, write and comprehend the English language at a level necessary for effective job performance exercising correct English usage, vocabulary, spelling, grammar and punctuation.
- Communicate effectively, tactfully and positively in both oral and written form.
- Operate and use modern office equipment and technology, including computers and applicable software.
- Maintain regular attendance and adhere to prescribed work schedule to conduct job responsibilities.
- Utilize appropriate safety procedures and practices for assigned duties.
- Establish and maintain effective working relationships with those contacted in the course of work.
- Contribute effectively to the accomplishments of City goals, objectives and activities.

Education and Experience:

Any combination of education, experience, and training that would provide the best qualified candidates. A typical way to obtain the knowledge, skills, and abilities would be:

Equivalent to the completion of the twelfth grade.

Three years of increasingly responsible experience ensuring public compliance with program regulations and requirements.

Special Requirements:

Possession at time of hire and continued maintenance of a valid California Class C driver's license is required.

Possession of ICC Residential Building Inspector certification, and/or Certified Code Enforcement Officer Designation are highly desired.

Working Conditions:

Work is performed in a typical temperature-controlled office environment and outdoor environment when on conducting inspections with exposure to year-round weather, typical street or field noise and exposure to loud equipment and machinery. Travel is rare.

Employment Type: Full-Time Classified  
Bargaining Unit: NCEA  
FLSA Status: Non-exempt

Established:  
Class Code: