



VILLAGE OF HOFFMAN ESTATES JOB DESCRIPTION

RENTAL PROGRAM/PROPERTY MAINTENANCE SUPERVISOR

EFFECTIVE DATE: July 1, 2017

DEPARTMENT: Development Services	WORK LOCATION: Village Hall		FLSA STATUS: Exempt
CLASS CODE: 7390	RANGE: 17S	PENSION: IMRF	UNION: NU
REPORTS TO: Assistant Director of Building and Code Enforcement	LEVEL OF SUPERVISION RECEIVED: Minimal		LICENSE/CERTIFICATES: ability to obtain Freedom of Information Act Certification and ICC IPMC Certification within 1 year

SUMMARY:

The Property Maintenance/Rental Program Supervisor performs a variety of routine and complex functions within the Code Enforcement Division of the Development Services Department, including supervision of the Code administrative support staff, Code Enforcement Officers and seasonal interns. Manages enforcement of various codes, with particular focus on property maintenance on residential and commercial properties, including the overseeing the Residential Rental License Program. The position develops cooperative processes and oversees coordination with other Village departments such as Legal, Finance, Clerk's Office, Public Works, Police, etc.

This position responds to and interacts with residents, business owners, consultants, employees and others within and outside the organization in a courteous, professional, and effective manner.

JOB NO.	ESSENTIAL JOB FUNCTIONS AND RESPONSIBILITIES	FREQUENCY
1.	Supervises administrative support staff in the daily operations of the Code Enforcement Division primarily for property maintenance and rental program issues, but also for other Code Division tasks, gives written and oral instructions, ensures Village procedures are carried out, assists with ongoing training, provides guidance and direction to staff on complex decisions, and assists with implementation of procedural changes.	Daily 20%

2.	Supervises Code Enforcement Officers and oversees work related to residential and commercial property maintenance inspections, rental housing inspections, issuance of citations, Adjudication Hearing preparation, and other daily functions.	Daily 20%
3.	Oversees all aspects of the Residential Rental License Program, including renewals, inspections, notifications, monitoring compliance dates, record keeping, pursuit of non-registered rentals, providing education materials, and ensuring appropriate communications with owners and tenants. Coordinates rental program issues with building permits, building/fire inspections, home occupation licensing, collections, and other Village functions, as applicable.	Daily 15%
4.	Addresses inquiries and requests from internal and external customers and coordinates accurate and timely responses regarding violation cases, Code Enforcement citations, rental program, and other related items. Distributes requests to other employees and provides guidance on responses when necessary.	Daily 20%
5.	Coordinates and oversees responses and fulfillment of GovQ&A and other online requests related to Code Division operations. Review violation case history, ownership, and assists with processing of code complaints, including delegation to inspectors, as necessary.	Daily 5%
6.	Performs research on property ownership and occupancy status to support various Code Division activities, including determining rental status, issuance of citations, notifications, etc. Utilizes a variety of web-based and internal database sources (including utility billing), along with other investigation techniques and deductive reasoning for this work.	Daily 5%
7.	Coordinates with Village legal staff on complex violation cases and in preparation for Adjudication Hearings, and attends hearings on occasion as necessary.	Monthly 10%
8.	Maintains FOIA certification and oversees fulfillment of FOIA requests by employees in the Code Division.	Weekly 5%
9.	Coordinates work and/or assists on special projects including Code amendments, technology improvements, workflow changes, and other efforts, as needed within the Division.	Monthly 5%
10.	Operates and properly maintains all tools and equipment needed to perform the essential job functions while adhering to all safety rules and practices.	Daily

JOB NO.	OTHER RELATED DUTIES
1.	Performs website updates drafts newsletter articles, and develops public educational materials on code enforcement issues, as necessary.

2. Participates in field meetings and performs inspections and site visits on occasion, as necessary.
3. Prepares reports, studies, and related items periodically for management staff.
4. Reads, interprets, and administers various Chapters of the Village Municipal Code, with specific focus on Chapters 7, 8, 9, 10, 11 (including the International Property Maintenance Code adopted by reference).
5. Prepares and edits notices, letters, emails, and other correspondence within the Code Division, including creation of standardized form letters for various purposes.
6. Follows Village-wide and departmental safety rules and practices.
7. Participates in internal staff committees and work groups as assigned.
8. Performs other duties, tasks, and responsibilities as assigned.

SUPERVISORY RESPONSIBILITIES: (Select one – required)

None required

Supervisory responsibilities are required to be carried out in accordance with the organization's policies and applicable laws. **(List specific responsibilities below)**

Supervises Administrative Support Staff and Code Enforcement Officers within the Code Enforcement Division, as well as seasonal Code Interns, as needed.

EDUCATION, EXPERIENCE AND COMPUTER SKILLS:

The designated education and experience levels best describe the minimum requirement needed to fulfill the essential job functions. However, any combination of equivalent education or experience may be considered.

Education Level (Select one - required)

- High school education with vocational training
- High school diploma or general education degree (GED)
- Two or more years of college coursework in related field
- Associate's degree (A.A.) from two-year college or technical school
- Bachelor's degree (B.A.) from four-year college or university
- Master's degree (M.A.)
- Doctoral degree (Ph.D)

_____ Degree or coursework should be in...

Code Enforcement/Property Maintenance, Public Administration or related

Experience Level (Select one - required)

- No prior experience or training required
- Six months to one year related experience
- One to two years related experience
- Two to four years related experience
- Four to ten years related experience

Public Administration, Code Enforcement, Management, or related field Preferred

Additional Experience (Select as appropriate)

- Experience in supervisory capacity...
- Experience in management capacity...
- Must meet the requirements as set by the Fire & Police Commission

Some Direct or Indirect Experience Preferred
N/A

Computer Skills (Select as appropriate)

- Entry and processing of data (Sungard)
- Word Processing data (MS Word)
- Spreadsheet software (MS Excel)
- Database software (Sungard)
- Specialized applications:

Web Site Management, Adobe, Cook County online Assessor/Recorder, various websites for research

COMMUNICATION SKILLS:

English Language/Communication Skills (Select one)

- Basic skills Ability to read, comprehend, listen to and follow basic verbal or written instructions and provide appropriate feedback. Ability to read, comprehend and/or create routine correspondence and memos using proper spelling, grammar, punctuation and sentence structure. Ability to effectively convey information one-on-one or to small groups of employees or customers.

- Intermediate skills Ability to read, comprehend, listen to and follow complex verbal or written instructions from multiple sources. Ability to provide appropriate feedback by asking probing questions and/or suggesting alternative approaches. Ability to read, comprehend, create and explain to others complex correspondence, reports and/or manuals. Ability to convey procedures and policies one-on-one or in groups to employees or customers.

- Advanced skills Ability to read or interpret all types of documents including safety rules and regulations, and procedure manuals. Ability to create and edit reports and correspondence from varied source material using appropriate style and format. Clearly convey instructions to employees or team. Ability to speak clearly and effectively before groups of customers answering questions appropriately.

- Business skills Ability to read, research, and analyze general business periodicals, professional journals, technical reports, finance documents or government laws and regulations. Ability to write reports, business correspondence, manuals and draft policies and procedures. Ability to effectively make presentations and respond to questions from groups of managers, customers, citizens, or other agencies.

- Specialized skills Ability to read, analyze and interpret professional, scientific, or technical manuals, procedures, plans, schematics, maps, blueprints, licenses, and/or legal documents. Ability to respond to inquiries from managers, customers, business community or regulatory agencies. Ability to draft responses to complex or technical issues and/or effectively present technical concepts or information to managers, customers, or other agencies in concise understandable terms.

Foreign Language Skills (Complete if applicable)

- Fluency in foreign language skills is:
- A Plus
 - Preferred
 - Required
- Ability to speak and/or read, write and comprehend.

Required Language:

REQUIRED COMPETENCIES:

To perform this job successfully, an individual must be able to perform each essential job function satisfactorily. The required competencies listed below are representative of the knowledge, skills, and/or abilities required for successful job performance.

- **Encourage, train, mentor, provide leadership/supervision for support staff under the supervision of this position**
- **Ability to create, communicate and monitor developmental objectives and performance goals for staff under the supervision of this position**
- **Working knowledge of Hoffman Estates Codes.**
- **Familiarity with administrative principles and practices**
- **The ability to establish successful working relationships with customer service, inspection, technical, and management staff and other Village personnel**
- **Knowledge of organizational functions of municipal government**
- **Intermediate computer and software skills**
- **Research, gather and analyze information**
- **Prioritize, organize, plan and schedule work**
- **Communicate effectively in writing and verbally**
- **Ability to apply critical listening skills in a variety of contexts including: customer service, supervisory and professional situations**
- **Work under pressure and/or with frequent interruptions**
- **Resolve disputes and diffuse difficult situations effectively**
- **Quickly and efficiently switch between different tasks**
- **Interact with internal and external customers in a courteous, prompt and professional manner**
- **Read and interpret procedures, codes and ordinances**
- **Comprehend and evaluate problematic situations, draw conclusions and make decisions**
- **Work effectively within a team environment**

PHYSICAL DEMANDS:

The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this job with or without reasonable accommodations.

(mark all 17 activities)

----- Amount of Time -----

<u>Physical Activity</u>	None	Less than 1/3	1/3 to 2/3	More than 2/3
Stands	_____	<u> X </u>	_____	_____
Walks	_____	<u> X </u>	_____	_____
Sits	_____	_____	_____	<u> X </u>
Uses fingers in a repetitive motion	_____	_____	<u> X </u>	_____
Uses hands to grasp, finger, handle, or feel	_____	_____	<u> X </u>	_____
Reaches with hands and arms above shoulder	_____	<u> X </u>	_____	_____
Climbs or balances	_____	<u> X </u>	_____	_____
Twists or turns	_____	<u> X </u>	_____	_____
Stoops, kneels, crouches, bends, or crawls	_____	<u> X </u>	_____	_____
Pulls, pushes, or carries	_____	<u> X </u>	_____	_____
Talks or hears	_____	_____	_____	<u> X </u>
Tastes or smells	<u> X </u>	_____	_____	_____
Operates a motor vehicle or heavy equipment	_____	<u> X </u>	_____	_____
Lifts or move 0 to 10 pounds (sedentary)	_____	_____	<u> X </u>	_____
Lifts or move 10 to 20 pounds (light)	_____	<u> X </u>	_____	_____
Lifts or move 20 to 50 pounds (moderate)	<u> X </u>	_____	_____	_____
Lifts or move 50 to 100 pounds (heavy)	<u> X </u>	_____	_____	_____

VISION DEMANDS:

The vision demands described here including the ability to adjust focus, close vision, sharpness of vision, depth perception, peripheral vision, distance vision, hand-eye coordination or as otherwise specified by the Board of Fire and Police Commissioners, are representative of those that must be met by an employee to successfully operate the tools and equipment needed to perform the essential functions of this job.

Other Vision Demands (select if applicable)

<input type="checkbox"/> Absence of color blindness	
<input type="checkbox"/> Corrected vision of...	<i>N/A</i>
<input type="checkbox"/> Uncorrected vision of...	<i>N/A</i>

WORK ENVIRONMENT:

The work environment characteristics described here are representative of those an employee encounters while performing the essential functions of this job with or without reasonable accommodations.

(mark all 15 conditions)

----- Amount of Time -----

Environmental Conditions

	None	Less than 1/3	1/3 to 2/3	More than 2/3
Customary indoor conditions	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>
Customary outdoor weather conditions including extreme cold, extreme heat, and wet or humid conditions	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Non-weather conditions: extreme cold, extreme heat, and wet or humid conditions	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Works near moving mechanical parts	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Works in high precarious places, underground, or confined spaces	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Flying debris or airborne particles	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Fire, smoke, fumes, gases, or noxious odors	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Toxic or caustic chemicals, aerosols, liquids, solvents or oils	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Risk of electrical shock	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Works with explosives or risk of radiation	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Vibration	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Extreme illumination	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Low noise level (Normal voice tones)	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>
Moderate noise level (Raised voice levels)	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
High noise level (Shouting/ear protection may be needed)	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

The information listed above reflects minimum standards and illustrations of the various types of work that may be performed. The omission of specific job functions, requirements or tasks does not exclude them from the job if the work is similar, related or a logical extension of the work assigned.

This job description does not constitute an employment agreement between the employer and employee.

Recommended Approval:



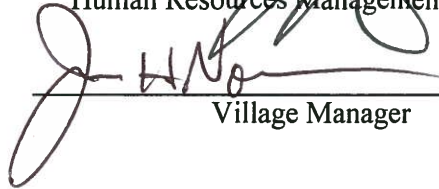
Department Director

Reviewed Approval:



Human Resources Management Director

Approved:



Village Manager

Effective Date: _____

Revision Date: _____