

CITY OF FORT WAYNE JOB POSTING

Applicants and Employees must meet duties/essential functions and minimum requirements.

Job Vacancy:	Compliance Service Specialist/Dispatcher	Department:	Neighborhood Code
Requisition Number:	2021266		
Hours:	8:00 a.m. – 5:00 p.m., may vary	Rate of Pay:	\$20.4850 per hour
Date Posted Up:	12/7/2021	Date Posted Down:	Until Filled
Time Up:	8:00 a.m.	Time Down:	

SUMMARY

Working under the supervision of the Office Supervisor, the incumbent greets citizens and determines how to assist and resolve concerns, both in-person and via calls transferred from 311 or other sources. Screens, refers, and schedules requests for service according to policies and procedures of the Neighborhood Code Compliance Department. The incumbent assists as administrative support for other staff. The incumbent is expected to exercise good judgment, independence, initiative, and professional expertise in conducting day-to-day operations. All work duties and activities must be performed in accordance with the City safety rules and operating regulations, policies and procedures as well as federal, state, and local regulations.

ESSENTIAL DUTIES AND RESPONSIBILITIES include the ability to interact with the public, City incumbents, and outside agencies with patience, tact, respect, and professionalism and the following. Other duties may be assigned.

Operations

- Professionally manages and deescalates conflict;
- Assembles and pulls files according to Code Compliance Officers' daily schedules;
- Initiates case files on new complaints including updating Accela, utilizing GIS, interfacing with 311;
- Updates and enters Housing Registrations;
- Makes appropriate referrals to other City and County departments that provide services;
- Performs general clerical duties including computer data entry and filing as assigned;
- Opens, sorts and distributes mail for the department;
- Assists citizens with public records requests;
- Issues and notarizes Entry Affidavits and screens citizens for eligibility;
- Provides administrative support for the Abandoned Vehicle Coordinator, Weed Program Coordinator, Compliance Administrators/ Supervisors, and Deputy Director;
- Assists citizens with Work Plans when the Case Systems Hearing Specialist is unavailable;
- Assists citizens for Community Development when Front Desk Receptionist is unavailable, including receiving bids and other deliveries, checking meeting rooms, contacting CD staff for appointments, and directing citizens;
- Alphabetize and file all recorded documents returned from the Allen County Recorder's Office;
- Updates and enters Housing Registrations;
- Makes appropriate referrals to other City and County departments that provide services;
- Works closely and professionally with other City and County departments;

Information/Communication

- Exhibits excellent customer service skills;

- Handles incoming calls and walk-ins concerning questions related to code violations; i.e new cases, hearing process, procedures, policies, and the complex NCC timeline;
- Answers calls from 911 dispatch; dispatches appropriate Compliance Officer;
- Dispatches City contractor to Compliance Officer on scene;
- Dispatches Code Compliance Officers;
- Educates citizens about City ordinance and provides resources for housing and legal assistance in matters of landlord/tenant disputes;
- Educates citizens and contractors about the Entry Affidavit process and purpose;
- Maintains Compliance Officers' daily schedules, i.e. making and rescheduling appointments, assembling, and pulling files;
- Completes 10-minute interval safety checks with Compliance Officers during all interior inspections.

MARGINAL FUNCTIONS

Performs other duties as assigned.

PERFORMANCE EXPECTATIONS

The incumbent is responsible to manage their performance in accordance with this job description and the performance expectations provided to them by management. If at any time the incumbent is unsure of their role or specific responsibilities, it is the incumbent's responsibility to refer to their job description and ask for clarification from their supervisor. Management will work with the incumbent, as needed, to ensure performance expectations are clearly communicated and performance goals are achieved.

SUPERVISORY RESPONSIBILITIES

This job has no supervisory responsibilities.

QUALIFICATIONS

To perform this job successfully, an individual must be able to perform each essential duty satisfactorily. The requirements listed below are representative of the knowledge, skill, and/or ability required. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

EDUCATION and/or EXPERIENCE

- High school diploma or general education degree (GED);
- Three (3) years experience in customer relations or service;
- Bilingual preferred.

OTHER KNOWLEDGE, SKILLS and/or ABILITIES

- Must be familiar with legal and compliance policies as defined by local, state or federal codes;
- Effective communication skills both orally and in writing;
- Operates a personal computer using Windows 2010 (Word and Excel), Outlook, Accela, GIS, and Lagan;
- Ability to multi-task, prioritize, and work independently;
- Ability to type at the rate of 45 words per minute;
- Ability to organize a significant amount of detail work;
- Ability to follow specific instructions and guidelines developed through a moderate amount of experience;
- Ability to work well in team atmosphere.

LANGUAGE SKILLS

Incumbent has contact with all NCC staff as well as with persons employed by other agencies and the general public. The purpose of the contacts is to handle questions and/or complaints requiring judgment and tact in order to render service and carry out policy.

MATHEMATICAL SKILLS

Ability to add, subtract, multiply, and divide in all units of measure, using whole numbers, common fractions, and decimals. The incumbent must have the ability to compute rate, ratio, and percent and to draw and interpret bar graphs.

REASONING ABILITY

Position requires a high degree of problem-solving and interpersonal skills. Incumbent makes choices and takes action performing a variety of standardized assignments or tasks. Work requires some analysis and judgment with verification of the quality of work at critical phases and upon completion. Incumbent's work consists of simple, repetitive routine tasks requiring the ability to know simple office skills and the ability to follow specific instructions and guidelines. Errors in decisions or work are not immediately apparent through supervisory review, but, are revealed through adverse effects on the department.

CERTIFICATES, LICENSES, REGISTRATIONS

Valid Indiana Driver's License if City vehicle is used.

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. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

While performing the duties of this job, the employee is regularly required to sit; bend, squat, and kneel; use hands to, handle, or feel; and talk or hear. The employee frequently is required to stand, walk, and reach with hands and arms. The employee must occasionally lift and/or move up to 10 pounds. Specific vision abilities required by this job include close vision, and ability to adjust focus.

WORK ENVIRONMENT

The work environment characteristics described here are representative of those an employee encounters while performing the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

Incumbent works in a regular office type environment with limited lifting and labor involved and is normally seated or standing at will requiring no more than normal ability.

Applications may be submitted on-line at www.cityoffortwayne.org or using the City of Fort Wayne Human Resources Department computer kiosks located at Citizen's Square, 1st Floor, 200 E. Berry Street, Fort Wayne IN between the hours of 8:00 a.m. – 4:00 p.m. Applicants must be 18 years of age or older. Applicants must be 21 years of age or older to hold a CDL with the City of Fort Wayne. Reasonable accommodations for person with a known disabling condition will be considered in accordance with State and Federal Law.

(Those individuals who accept employment with the City and live outside one of the six contiguous Indiana counties that border Allen County (DeKalb, Whitley, Noble, Huntington, Wells, and Adams) will have six (6) months from their start date to become residents of either Allen County or one of the six counties listed above. Policy and Procedure Number 204 Page: 1 of 1)

Equal Opportunity Employer

All qualified applicants will receive consideration for employment without regards to age, race, color, religion, sex, disability, veteran's status, national origin, genetic information or sexual orientation. Reasonable accommodations for persons with a known disabling condition will be considered in accordance with State and Federal Law.