

**TOWN OF WILSON'S MILLS**  
**JOB DESCRIPTION FOR**  
**CODE ENFORCEMENT OFFICER/  
PERMIT TECHNICIAN**

**SUMMARY DESCRIPTION**

Under general supervision, performs a variety of technical duties in support of the Town's local code enforcement and zoning programs; monitors and enforces a variety of applicable ordinances, codes, and regulations related to zoning, nuisance housing, building codes, health and safety, blight, and other matters of public concern; and serves as a resource and provides information on Town regulations to property owners, residents, businesses, the general public, and other Town departments and divisions. Works with the Development Compliance Officer and Planning Technician on various administrative, permitting, and planning tasks.

**ESSENTIAL FUNCTIONS**

- Serves under the direction of the Development Compliance Officer.
- Receives, reviews and processes applications for Zoning Compliance Permits, Sign Permits, Agriculture Permits, Chicken Permits, Etc. pursuant to the Town's Unified Development Ordinance.
- Answers questions from citizens, contractors, developers, etc. pertaining to the town's development and zoning ordinances.
- Performs a variety of administration work in support of the Development Compliance Officer including, but not limited to simple permit processing and other duties as assigned by the Development Compliance Officer.
- Records the creation, organization, maintenance, and retention of all records for Zoning and Code Enforcement.
- Conducts transactions with the public in matters requiring a detailed knowledge of rules, procedures, policies, precedents and activities.
- Schedule and conduct zoning inspections.
- Process customer payments.
- Attends all Planning Board and Board of Adjustment meetings.
- Attends Town Council meetings at the discretion of the Development Compliance Officer based on activity within the Planning Department.
  
- Perform Code Enforcement duties as follows:
  - Observe areas of concern with assistance of information from the Public Works Department, Police Department, and citizen complaints or reports.
  - Perform a variety of field and office work in support of the Town's local code enforcement program; enforce compliance with Town regulations and ordinances including those pertaining to zoning, nuisance housing, building codes, health and safety, blight, and other matters of public concern.
  - Receive and respond to citizen complaints and reports from other agencies and departments on alleged violations of Town zoning and related municipal codes and ordinances; interview complainant and witnesses; conduct investigations and provide recommendations for resolution.
  - Communication via phone or mail, pursuant to the Town Code requirements, to property owners regarding Town code violations and completion of necessary paperwork for abatement of same.

- Communication with Town Attorney regarding code violations past deadline needing legal action pursuant to the Town Code requirements
  - Maintenance of all correspondence, follow up logs, etc. in Code Enforcement and Zoning.
  - Conduct field investigations; inspect properties for violations; attempt to make contact at the residence or business in order to resolve violation; issue and post warning notices, notices of violation, corrective notices, orders to comply, and related documentation for code violations; schedule and perform all follow-up functions to gain compliance including letters, inspections, calls, meetings, discussions, and negotiations to ensure compliance with appropriate codes and ordinances; issue administrative citations and notices of violation as necessary.
  - Maintain accurate documentation and case files on all investigations, inspections, enforcement actions, and other job-related activities including accurate and detailed information regarding code enforcement activity to substantiate violations and/or abatement.
- Prepare a variety of written reports, memos, and correspondence related to Code Enforcement and Zoning activities.
  - Patrol Town to identify and evaluate problem areas and/or ordinance violations, determine proper method to resolve violations.
  - Serve as back up to Planning Technician, as needed
  - Perform related duties as required.

## **QUALIFICATIONS**

*The following generally describes the knowledge and ability required to enter the job and/or be learned within a short period of time in order to successfully perform the assigned duties.*

### **Knowledge of:**

- Operations, services, and activities of a municipal code compliance program.
- Pertinent codes, ordinances, laws, and regulations pertaining to zoning, nuisance abatement, property maintenance, building, health and safety, and related areas.
- Procedures involved in the enforcement of codes and regulations including methods and techniques of conducting and documenting field investigations.
- Town services and organizational structure as they relate to code compliance.
- Legal actions applicable to code enforcement compliance.
- Effective public relations practices.
- Principles and procedures of record keeping.
- Methods and techniques of business correspondence and technical report preparation.
- Modern office procedures, methods, and equipment including computers and supporting word processing and spreadsheet applications; as well as familiarity of the Johnston County GIS Mapping online system.
- Occupational hazards and standard safety practices.
- Geographic features and locations within the area served.

### **Ability to:**

- Independently perform a full range of municipal code enforcement and compliance duties.
- Interpret and apply 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, tactful, and firm 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.
- Work independently in the absence of supervision.
- Type and enter data accurately at a speed necessary for successful job performance.
- Communicate clearly and concisely, both orally and in writing.
- Establish and maintain effective working relationships with those contacted in the course of work.
- Interact with the public and co-workers in a professional manner.

### **Education and Experience**

- Minimum education requirements include a High School Diploma or GED
- One year of work experience involving a high level of public contact including some experience dealing with the public in an enforcement, inspection, construction, permitting, investigation, or customer service capacity.
- Experience that includes the enforcement of municipal codes is highly desirable.
- Any combination of education and experience that would likely provide the required knowledge and abilities is qualifying.

### **License or Certificate:**

Possession of and ability to maintain a valid driver's license required.

Possession of, or ability to obtain within 2 years, Certified Zoning Officer designation

Possession of, or ability to obtain within 2 years, NC Permitting Association Certification

## **PHYSICAL DEMANDS AND WORKING ENVIRONMENT**

**Environment:** Indoor and outdoor environments; work alone; travel from site to site; incumbents may be exposed to noise, dust, inclement weather conditions, and potentially hostile environments.

**Physical:** Primary functions require sufficient physical ability and mobility to work in an office and field environment; to stand, stoop, reach, bend, kneel, squat, climb ladders, and walk on uneven terrain, loose soil, and sloped surfaces; to lift and/or carry light weights; to operate office equipment requiring repetitive hand movement and fine coordination including use of a computer keyboard; ability to operate a vehicle to travel to various locations; and to verbally communicate to exchange information.

**Vision:** See in the normal visual range with or without correction.

**Hearing:** Hear in the normal audio range with or without correction.

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### **SALARY RANGE (Effective July 1, 2024)**

\$43,752-\$65,628

*Hiring salary and increases dependent upon qualifications and experience.*