

**City of Dallas  
Classification Specification**

<b>Title:</b>	<b>Neighborhood Code Representative</b>	<b>Class Code:</b>	<b>26115</b>
<b>Application:</b>	<b>Career Series</b>	<b>Pay Grade:</b>	<b>G</b>
<b>Supplemental/Code:</b>	<b>Administrative/1</b>	<b>Established:</b>	<b>10/1/2008</b>
<b>FLSA Status:</b>	<b>Non-Exempt</b>	<b>Revised:</b>	<b>1/1/2009</b>

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**Position Purpose:**

Provide education and community outreach in addition to working with Code Compliance Department and other departments to ensure that Service Requests are processed in an efficient and timely manner.

**Essential Functions:**

1. Plans, coordinates, administers and monitors effective education and outreach programs on a variety of citizen needs and services.
2. Develops plan to provide code related programs and services to the community. Composes public information material to promote current, on-going and upcoming events.
3. Examines and investigates complex service complaints by evaluating evidence, talking with all involved parties, makes violation determinations, and takes disciplinary action such as written warnings, citations or revocation initiation, if necessary.
4. Maintains contact and coordinates services and activities with other city departments, private and non-profit organizations, associations, volunteers, and citizen groups.
5. Assigned special projects or complicated code issues of habitual offenders delegated by management and administration.
6. Coordinates city regulatory programs to ensure public safety and compliance with applicable laws and ordinances.
7. Interprets state law, City ordinances, and City policies on compliance issues for departments; provides recommendations to departments on improving practices and procedures.
8. Attends neighborhood meetings, town hall meetings and neighborhood association meetings.
9. Regular, reliable and punctual attendance is an essential function of the job.

**Knowledge, Skills and Abilities Required to Perform Work:**

Knowledge of City Codes, ordinances and regulations.

Knowledge of the duties of the Code Officer (Inspector II).

Knowledge of customer service techniques to resolve problems and issues.

May require knowledge of personnel management practices.

Ability to plan and organize operations /events to meet assigned goals.

Ability to develop operational procedures, work schedules, and presentations.

Ability to analyze operational and program statistics to assess effectiveness.

Ability to establish and maintain an effective working relationship with all levels of management, city officials, vendors, other government agencies, other employees and the general public.

Ability to communicate effectively both orally and in writing with a wide variety of people.

Must be a certified Code Inspector through the State of Texas

**Working Conditions and Hazards:**

Work performed under normal office conditions; some positions require exposure to traffic hazards and field environment.

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The above statements are intended to describe the general nature and level of work performed by personnel assigned to this classification and is not necessarily and exhaustive list of all responsibilities, duties and skills required.