

## COMPLIANCE MANAGER

### **PURPOSE AND NATURE OF WORK**

The single position in this class is responsible, through a staff of inspectors, for all activities of the Compliance Division of the Department of Planning, Zoning and Development which include inspection/enforcement of all ordinances within the LCG Code of Ordinances, organization, tracking, and promoting compliance initiatives for ease of access across LCG, as well as monitoring compliance of all Planning, Zoning, and Development Department functions with existing and emerging rules and regulations. When necessary, incumbent oversees and participates in field inspections to ensure compliance with ordinances which prevent the creation of unsafe conditions or those conditions which negatively impact the health, safety, and welfare of the community. Employee works under the supervision of the PZD Director, has supervisory responsibility for a staff of inspectors, and is responsible for coordinating enforcement actions and efforts among several LCG departments.

**ILLUSTRATIVE EXAMPLES OF WORK** (Note: These examples are intended only to illustrate the various types of work performed by incumbents in this class. All of the duties performed by any one incumbent may not be listed, nor does any incumbent necessarily perform all of these duties.)

Conducts systemic inspections throughout Lafayette to determine where relevant zoning and property management code violations exist. Counsels businesses, homeowners and other interested groups on following all regulations. Notifies property owners or offenders of violations and follows process through to the end result. Takes appropriate action to remedy conditions if necessary and processes paperwork so offenders can be billed for charges incurred, when applicable.

May appear at court hearings where legal enforcement of ordinances is required. May appear at Council meetings where Council action is required. Works across departments to coordinate enforcement efforts in order to improve the overall quality of life of residents of Lafayette Parish. This includes in particular the Mayor-President's Office, Police, Fire, and Environmental Quality on enforcement of all codes (tall grass, tires, etc.).

Responsible for constant evaluation and improvement of tracking mechanisms for violations within and across departments and maximizing accessibility for all departments and the Office of the Mayor-President. Responsible for ensuring up to date data entry into software system that tracks quality of life issues across departments, leading coordination efforts as needed.

Performs indirect supervisory, management and budgetary duties of established functions and programs of the division, such as property inspection for enforcement of ordinances and ensuring that any contractors meet performance standards while keeping abreast of emerging state and federal legislation and necessary local legislation and expanding the division's capability to ensure compliance.

Performs public relations, speaking, and explanations activities as needed, including the coordination of community pride and rule enforcement campaigns.

Performs all duties expected of someone in a supervisory position, including training, performance evaluation, scheduling, budgeting, and related.

Performs related work as required.

### **NECESSARY KNOWLEDGE, ABILITIES, AND SKILLS**

Knowledge of legislative process from which new property management regulations arise.

Ability to induce community support and participation in protection efforts through effective public speaking and public relations.

Considerable knowledge of appropriate municipal ordinances applicable to area of assigned work.

Considerable knowledge of techniques applied in securing compliance with appropriate ordinances.

Ability to secure compliance with applicable ordinances, using tact and patience.

Ability to use computer and maintain standard office records.

Ability to understand and follow oral and written instructions.

Ability to effectively determine property ownership through use of courthouse records.

Ability to establish and maintain effective working relationships with government officials and employees as well as the general public.

### **DESIRABLE TRAINING AND EXPERIENCE**

Bachelor's degree in related field and experience in public contact work; or any equivalent combination of training and experience.