



POSITION VACANCY NOTICE

CITY OF KETCHIKAN

SPECIFICS

February 10, 2020

TITLE: COMMUNITY AMBASSADOR/CODE SPECIALIST

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|----------------------|------------------------|--------------------------|----------------------------------------------------------------------------------------|
| DEPARTMENT: | Police | DIVISION: | Tourism & Economic Development |
| STATUS: | Temporary Full-Time | HOURS/DAYS: | Monday – Sunday Hours vary depending on cruise ship schedule; up to 40 hrs./week |
| GRADE / STEP: | N/A | DUTIES: | See attached job description |
| HOURLY: | \$22.00 | UNION STATUS: | No |

SPECIAL REQUIREMENTS:

May 1, 2020-September 30, 2020

Must be 18 years or older; experience involving a high level of public contact including experience dealing with the public in a customer service capacity; experience with enforcement or dealing with city ordinances would be beneficial; possession of an appropriate valid driver's license is required at the time of hire; majority of time is spent in an outdoor environment, walking from site to site

ADVERTISING REQUIREMENTS

POSITION IS OPEN UNTIL FILLED

WHERE: Local Only Statewide Pacific NW National

PUBLICATIONS: Ketchikan Daily News; Job Service; City Website

APPLICANT PROCESSING INSTRUCTIONS

FOR APPLICATION AND COMPLETE JOB DESCRIPTION CONTACT:
Human Resources at (907) 228-5631 or online at <http://www.ktn-ak.us/jobs>

CITY OF KETCHIKAN IS AN EQUAL OPPORTUNITY EMPLOYER

COMMUNITY AMBASSADOR/CODE SPECIALIST

*Class specifications are intended to present a descriptive list of the range of duties performed by employees in the class. Specifications are **not** intended to reflect all duties performed within the job.*

SUMMARY DESCRIPTION

Under general supervision, performs a variety of duties in support of the City's Ambassador Program. Assists visitors in the downtown core and in the enforcement of provisions enacted in the Ketchikan Municipal Code that are intended to provide a safe and welcoming environment for visitors to the Community of Ketchikan. Serves as a resource and provides information on City regulations to business owners, residents, visitors, the general public, and other City department and divisions; and through the above duties offers a safe and welcoming environment for visitors to the community.

The Tourism and Economic Development Department supports the City's efforts to promote and encourage tourism and economic development in our community. The Community Ambassador/Code Specialist assists and work with the Police Department by performing a full range of enforcement duties including those related to monitoring applicable ordinances, codes and regulations related to nuisance calls or complaints and/or other matters of public concern while ensuring the City remains a friendly, enjoyable and welcoming place to visit. The Community Ambassador/Code Specialist must perform these duties in a manner that reflects positively on the City and the Department. He/she is responsible for maintaining a level of professional expertise and image that promotes use of the resources available to the Department.

REPRESENTATIVE DUTIES

The following duties are typical for this classification. Incumbents may not perform all of the listed duties and/or may be required to perform additional or different duties from those set forth below to address business needs and changing business practices.

1. Performs a variety of field work in support of the City's local ambassador/code enforcement program; enforce compliance with City regulations and ordinances including those pertaining to matters of public and City Council concern.
2. Receives and responds to citizen complaints and reports from other agencies and departments on alleged violations of City municipal codes and ordinances; interview complainant and witnesses; conduct investigations and provide recommendations for resolutions to include best practices.
3. Conducts field investigations; serves warning notices, notices of violation, corrective notices, documentation for code violations; issues administrative and parking citations and notices of violations as necessary.
4. Provides information to residents and visitors regarding applicable regulations and ordinances, answers questions, provides direction and assists visitors during their stay in Ketchikan.
5. Prepares evidence in support of legal action taken by the City; appears in court as necessary; testifies at hearings and in court proceedings as required.

6. Maintains accurate documentation and case files on all investigations, enforcement actions, and other job related activities including accurate and detailed information regarding code enforcement activity to substantiate violations; and take photographs.
7. Prepares a variety of written reports, memos, and correspondence related to enforcement activities.
8. Patrols assigned area in the City, identify and evaluate problem areas and/or ordinance violations; determine proper methods to resolve violations.
9. Operates computer to enter, process and acquire data relative to complaints. Documents violations for court.
10. Performs 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 enforcement program.

Pertinent codes, ordinances, laws, and regulation pertaining to health and safety, nuisance issues.

Effective public relations practices.

Methods and techniques of technical report preparation.

Modern office procedures, methods, and equipment including computers and supporting word processing and spreadsheet application.

Occupational hazards and standard safety practices.

Geographic feature 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 nuisance 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, and requests for service in a fair, tactful and firm matter.

Prepare accurate and detailed documentation of investigation findings.

Prepare clear and concise reports.

Works in partnership with Ketchikan Police Department.

Make oral presentations and testify in court.

Work independently of supervision.

Read and interpret KMC, understand and follow oral and written instructions.

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.

Education and Experience Guidelines – *Any combination of education and experience that would likely provide the required knowledge and abilities in qualifying. A typical way to obtain the knowledge and abilities would be:*

Education/Training:

Equivalent to the completion of the twelfth grade supplemented by specialized training and/or college level coursework in criminal justice, public administration, business administration, or other related field.

Experience:

Must be 18 years or older. Experience involving a high level of public contact including experience dealing with the public in a customer service capacity. Experience with enforcement or dealing with city ordinances would be beneficial.

License or Certificate:

Possession of an appropriate valid driver's license is required at the time of hire.

PHYSICAL DEMANDS AND WORKING ENVIRONMENT

The conditions herein 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 job functions.

Maximum of 40-hours worked during a work week, which includes working weekends. Hours and days worked will depend on cruise ship schedule.

Environment: Majority of time is spent in an outdoor environment, walking from site to site, incumbent may be exposed to noise, dust, inclement weather conditions, and potentially hostile individuals.

Physical: Primary functions require sufficient physical ability to work in a field environment; to stand, stoop, reach, bend, kneel, squat, and walk on uneven terrain loose soil and sloped surfaces for extended periods; 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 walk 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.

Grade: n/a \$22.00/hour

Union: n/a

FLSA: Non-Exempt

Date Approved: January 27, 2020

Human Resources Manager Approval

City Manager's Approval