



City of Phoenix

NEIGHBORHOOD MAINTENANCE TECHNICIAN I

JOB CODE 60630

Effective Date: 7/92

DISTINGUISHING FEATURES OF THE CLASS:

The fundamental reason this classification exists is to provide information to the public relating to zoning, property maintenance, environmental safety, and housing safety, and to receive and screen telephone, personal, and/or written complaints and inquiries on possible violations of ordinances and regulations, and requests for house safety inspections. Incumbents research land use, current zoning, case histories, and evidence required for enforcement of applicable ordinances and regulations. Neighborhood Maintenance Technicians I work under the general supervision of a Neighborhood Maintenance Specialist II, or a Neighborhood Maintenance Technician III.

ESSENTIAL FUNCTIONS:

- Provides technical information relating to zoning, property maintenance, environmental safety, and housing safety to the public in order to process complaints, reports, and other research projects;
- Receives and screens telephone, personal, and/or written complaints and inquiries on possible violations of property maintenance, zoning, and environmental safety ordinances;
- Researches land use, property ownership, current zoning, case histories, and evidence required for enforcement of applicable ordinances and regulations;
- Answers questions and determines probability of violations of ordinances and regulations;
- Makes inquiries of various sources including officials, outside agencies, and companies to obtain information or services;
- Skip traces property records using a variety of methods including utility records, County Assessor records, and court records;
- Processes abandoned vehicle cases upon receipt of court docket;
- Extracts and organizes data for assigned projects.
- Maintains regular and reliable attendance.
- Demonstrates superior seamless customer service, integrity, and commitment to innovation, efficiency, and fiscally responsible activity.

Required Knowledge, Skills and Abilities:



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Knowledge of:

- Zoning, property maintenance, and environmental safety ordinances.

Ability to:

- Communicate orally with customers, clients or the public using a telephone.
- Use graphic instructions such as blueprints, layouts, or other visual aids.
- Comprehend and make inferences from materials written in the English language such as ordinances, regulations, and enforcement procedures.
- Enter data or information into a terminal, PC or other keyboard device.
- Read zoning, quarter section, freeway and aerial photo maps.
- Learn job-related material through oral instruction and observation or through structured lecture and reading. This learning takes place in an on-the-job training setting or in a classroom setting.
- Review or check the work products of others to ensure conformance to standards.
- Remain in a sitting position for extended periods of time.
- Work cooperatively with other City employees and the public.
- Work safely without presenting a direct threat to the incumbent or others.

Additional Requirements:

- Some positions will require the performance of other essential and marginal functions depending upon work location, assignment or shift.

ACCEPTABLE EXPERIENCE AND TRAINING:

One year of experience in public contact activities relating to ordinance and regulation enforcement. Other combinations of experience and education that meet the minimum requirements may be substituted.