



City of Phoenix

NEIGHBORHOOD MAINTENANCE TECHNICIAN II

JOB CODE 60640

Effective Date: 6/13

DISTINGUISHING FEATURES OF THE CLASS:

The fundamental reason this classification exists is to coordinate all office related court case research and activities; coordinate the abatement assessment process; analyze data and prepare reports; provide administrative support to appeals processes; and complete special projects for the Preservation Division of the Neighborhood Services Department. This division is responsible for enforcing ordinances that promote health and safety, protect the community from blight and deterioration, and enhance the livability of the City of Phoenix. Violations may relate to open/vacant buildings, fencing in disrepair, uncontrolled vegetation, litter/debris, inoperable vehicles, graffiti, unsecured pools, and other fire and/or health hazards or blight conditions. A greater degree of technical expertise, coordination activities, assignment to special project areas, and less emphasis on processing the associated paperwork distinguishes this classification from Neighborhood Maintenance Technicians I. The Neighborhood Maintenance Technician II works under the general supervision of a Neighborhood Maintenance Technician III.

ESSENTIAL FUNCTIONS:

- Researches and analyzes information regarding property ownership and case histories in the preparation of cases for civil or criminal court or for administrative review of violations of the Neighborhood Preservation Ordinance;
- Provides technical information relating to zoning, property maintenance, environmental safety, and housing safety in order to process complaints, reports, and to complete research projects;
- Responds to complex questions from the public that are referred by Neighborhood Maintenance Technicians I;
- Interprets ordinances, regulations, and legal documents;
- Processes payments and monitors expenditures;
- Provides staff assistance for administrative hearings;
- Processes Motor Vehicle Department and Court Management System requests;
- Provides administrative assistance to the Abatement section;
- Develops or recommends section procedures;
- Sorts, separates, arranges, files, or distributes incoming mail or material in a prescribed manner;
- Compiles data and prepares reports;
- Maintains regular and reliable attendance;



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- Receives and screens telephone, personal, and/or written complaints and inquires on possible violations of property maintenance, zoning and environmental safety ordinances;
- Demonstrates superior seamless customer service, integrity, and commitment to innovation, efficiency, and fiscally responsible activity.

Required Knowledge, Skills and Abilities:

Knowledge of:

- Customer service principles and techniques.
- Zoning, property maintenance, and environmental safety ordinances.
- Real estate documents and recording processes.
- Research methods which expedite the gathering of pertinent and factual data.

Ability to:

- Conduct research using various databases and computer systems.
- Communicate verbally with customers, clients or the public in person, via telephone and email.
- Comprehend and make inferences from materials written in the English language such as ordinances, tax records, and legal descriptions.
- Learn job-related material primarily through verbal instruction and observation. This learning takes place mainly in an on-the-job training setting.
- Enter data or information into a computer.
- Produce written documents with clearly organized thoughts using proper sentence construction, punctuation and grammar.
- Convey technical information accurately.
- Remain in a sitting position for extended periods of time.
- Work safely without presenting a direct threat to the incumbent or others.
- Work cooperatively with other City employees and the public, often under difficult circumstances.

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:



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Two years of research and public contact activities relating to ordinance and regulation enforcement and prosecution procedures. Other combinations of experience and education that meet the minimum requirements may be substituted.