



## **City of Phoenix**

# **NEIGHBORHOOD MAINTENANCE TECHNICIAN III**

**JOB CODE 60650**

Effective Date: 6/13

### **DISTINGUISHING FEATURES OF THE CLASS:**

The fundamental reason this classification exists is to plan, coordinate, and oversee the work of the assigned Neighborhood Preservation Division Call Center. Supervision is exercised over the classifications of the Neighborhood Maintenance Technician I and II who prepare cases for reported alleged violations of the Neighborhood Preservation and Zoning Ordinances and housing/safety regulations. These ordinances and regulations 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. Duties include determining staffing requirements, establishing standards and procedures, monitoring and assigning work activities, and ensuring that schedules and quantity/quality standards are met. Ensures the Neighborhood Maintenance Technician I and II provide seamless customer service to residents, city departments, or other agencies. Work is performed under general direction of the Administrative Assistant II or other supervisor with performance measured on the ability to meet operational efficiency and customer service standards.

### **ESSENTIAL FUNCTIONS:**

- Supervises employees involved in the processing of code compliance concerns, related paperwork, and the preparation of cases for prosecution and/or administrative hearing;
- Determines work requirements, priorities, and best use of resources for scheduled operations;
- Provides guidance to staff regarding operational procedures, technical issues, work priorities, and special requests from customers;
- Participates in the review and modification of operational procedures and recommends and implements changes to improve methods, procedures, service levels, and operational efficiency;
- Assists the public in understanding ordinance requirements, the application filing process, and enforcement policies and procedures of the various ordinances.
- Investigates and responds to the more complex public complaints and requests for service in accordance with establishes policies and procedures.



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- Conducts complex research and analyzes information regarding property ownership and case histories in the preparation of cases of civil or criminal court or for administrative review of violations of the Neighborhood Preservation Ordinance;
- Compiles data and prepares reports;
- 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:**

Knowledge of:

- The purpose and provisions of the city zoning, neighborhood preservation, and related ordinances.
- Principles and practices of supervision.
- Customer service principles and techniques.

Ability to:

- Perform a broad range of supervisory responsibilities over others.
- Communicate verbally with customers, clients or the public in person, via telephone and email.
- Comprehend and make inferences from written material.
- Review or check the work products of others to ensure conformance to standards.
- Learn job-related material primarily through oral instruction and observation. This learning takes place mainly in an on-the-job training setting.
- Enter data or information into a computer device.
- Work cooperatively with other City employees and the public, often under difficult circumstances.
- Work safely without presenting a direct threat to the incumbent or others.
- Read, understand, and convey accurate information, including technical information and enforcement procedures.

### **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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Three years of experience in 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.