

THE CITY OF LOS ANGELES



CIVIL SERVICE COMMISSION

CLASS SPECIFICATION

08/12/04 DIRECTOR OF ENFORCEMENT OPERATIONS, 4266

Summary of Duties: A Director of Enforcement Operations plans, coordinates, and directs or assists in directing the activities of a division which is responsible for carrying out the City's systematic and complaint inspection programs, rent stabilization programs, and habitability enforcement programs; or the development and direction of specialized housing programs; oversees administrative and budgetary matters of the Division; and does related work.

Distinguishing Features: The Director of Enforcement Operations serves as the head of a major operating division and is responsible for the overall planning and directing, through subordinate managers and supervisors, of inspecting multi-unit rental properties and enforcing code and habitability programs, administering the rent stabilization programs, specialized task force operations and other programs for the City. The work involves high-level administrative and fiscal responsibilities and requires considerable independent judgment in solving complex problems.

Assignments are received in terms of broad objectives, and the incumbent is given latitude in the determination of activities and methods to achieve these objectives. The incumbent is responsible for supervising a group of professional, technical, and clerical employees, and is fully responsible for their work and the work of their subordinates. A Director of Enforcement Operations is responsible for the performance of the full range of supervisory activities including the application of discipline, training, processing and resolution of grievances, evaluation of performance, and administration of Memoranda of Understanding.

Example of Duties: A Director of Enforcement Operations:

- Manages, directs, and administers the operation of large scale multi-family inspection programs, rent stabilization programs, housing habitability enforcement programs and specialized task force operations and programs;
- Oversees all administrative and budgetary matters for the division, including preparation of the annual budget;
- Acts as main contact with the City Attorney's Office for development of ordinances and regulations relating to the programs and in the City's defense of legal actions taken as a result of the City's proactive enforcement;
- Through subordinate managers and supervisors, oversees and coordinates the development of new initiatives, inter-governmental coordination, and translation of policies into effective strategies to reduce blighted and slum conditions affecting the City's rental housing;
- Responsible for compliance with all applicable ordinances, policies and regulations;
- Responsible for the dissemination of information on habitability enforcement, rent stabilization, and other specialized programs to public and private sector entities;

- Oversees the preparation of reports, responses, and transmittals to City Council;
- Represents the Department or Division at Council, Committee, and Commission meetings;
- Acts in place of General Manager for various administrative hearings, offering “due process” to tenants and landlords;
- Works directly with Council Offices to remedy complaints and other issues;
- Reviews and approves recommendations to select, promote, reassign, or discipline subordinate employees;

May occasionally be assigned to other duties for training purposes or to meet technological changes or emergencies.

Qualifications: It is desirable that the Director of Enforcement Operations has the following knowledge and abilities:

Knowledge of:

- Principles, practices, methods and techniques of housing habitability code enforcement;
- Laws and regulations relating to housing habitability;
- Laws and regulations relating to rent stabilization;
- Laws and legal proceedings relating to the placement of liens on real property, civil and citation actions as remedies to enforcement issues;
- General housing financing, including evaluation of loan capabilities relating to the rehabilitation of property;
- Effective safety principles and practices;
- The organization and activities of agencies, organization and businesses involved in housing habitability code enforcement;
- City budgetary, administrative, personnel, and legislative rules and regulations;
- Principles and practices of supervision, including planning, delegating, and reviewing the work of subordinates;
- Revenue collection and lien processes;
- Supervisory responsibility for equal employment opportunity and affirmative action as set forth in the City’s Affirmative Action Program.

Ability to:

- Manage through subordinate managers and supervisors;
- Plan, organize, direct, and evaluate the work of a variety of staff engaged, in the development and administration of a code enforcement program, rent stabilization program, habitability enforcement or other specialized housing program;
- Communicate effectively orally and in writing;
- Resolve budgetary and personnel problems;
- Analyze difficult administrative and technical situations and to adopt or recommend effective courses of action;

- Establish and maintain effective cooperation and desirable relationships with subordinates, City departments and divisions, property owners, tenants, and the general public;
- Prepare and present oral and written reports, recommendations, and other materials clearly, concisely, accurately, logically, and convincingly;
- Work independently and complete assignments from only general instructions;
- Plan, organize, and direct the activities of staff.

Requirements:

1. Graduation from a recognized four-year college or university and two years of full-time paid professional experience supervising professional staff engaged in any of the following areas: the management and administration of a housing habitability enforcement program, the inspection and enforcement of housing enforcement programs; **or** the management and administration of a rent stabilization/rent control program; **or**
2. Two years of full-time paid professional experience as an attorney which provides experience in civil or criminal enforcement actions related to housing habitability matters; **or**
3. Two years of full-time paid experience as a Chief Inspector; **or** in a position at the level of a Senior Management Analyst II with the City of Los Angeles responsible for overseeing the operations of a Code Enforcement Program or Rent Stabilization Program.

Appointment to a position in this class is subject to a one year probationary period as provided by Section 1011 of the Charter.

License: A valid California driver's license may be required for some positions in this class.

Physical Requirements: Strength to perform average lifting of less than five pounds and occasionally over 15 pounds; good speaking and hearing ability; and good eyesight.

Persons with disabilities may be able to perform the essential duties of this class with reasonable accommodation. Reasonable accommodation will be evaluated on an individual basis and depend, in part, on the specific requirements for the job, the limitations related to the disability, and the ability of the hiring department to reasonably accommodate the limitations.

As provided in Civil Service Commission Rule 2.5 and Section 4.55 of the Administrative Code, this specification is descriptive, explanatory and not restrictive. It is not intended to declare what the duties, responsibilities and required qualifications of any position shall be.