

## COMPLIANCE MANAGER

### **PURPOSE AND NATURE OF WORK**

The single position in this class is responsible for all activities of the Compliance Division of the Community Development & Planning Department, which include inspection/enforcement of the Lafayette Development Code and other ordinances as addressed by cases brought to the Lafayette Administrative Adjudication Bureau. Incumbent organizes, tracks, and promotes compliance initiatives for ease of access across LCG, and monitors compliance of all Lafayette Development Code functions with existing and emerging rules and regulations. Work involves oversight of and participation in field inspections to ensure compliance with Lafayette Development Code regulations, management and presentation of cases addressed by the Administrative Adjudication Bureau, and coordinating enforcement actions and efforts among several LCG departments. Employee works under the supervision of the Community Development & Planning Director, and has supervisory responsibility for a staff of inspectors and clerical personnel.

**ILLUSTRATIVE EXAMPLES OF WORK** (Note: These examples are intended only to illustrate the various types of work performed by incumbents in this class. All of the duties performed by any one incumbent may not be listed, nor does any incumbent necessarily perform all of these duties.)

Conducts systematic inspections throughout Lafayette to determine where relevant Lafayette Development Code violations exist. Counsels businesses, homeowners and other interested groups on following all regulations. Notifies property owners or offenders of violations and follows process through to end result. Takes appropriate action to remedy conditions if necessary, and processes paperwork so offenders can be billed for charges incurred, when applicable.

Appears at Administrative Adjudication Bureau (AAB) hearings, and may appear at other court hearings, where legal enforcement of related ordinances is required. May appear at Council meetings where Council action is required. Works across departments to coordinate enforcement efforts in order to improve the overall quality of life of residents of Lafayette Parish. This includes in particular the Mayor-President's Office, Police, Fire, Codes, and Environmental Quality, on enforcement of all codes. Interface with other departments and divisions may become relevant as ordinances change to utilize the AAB.

Responsible for evaluation and improvement of tracking and monitoring mechanisms for violations within and across departments, and maximizing accessibility of same for all departments and the Office of the Mayor-President. Responsible for ensuring up to date data entry into software system that tracks quality of life issues across departments, leading coordination efforts as needed.

Performs indirect supervisory, management and budgetary duties of established functions and programs of the division, such as property inspection for enforcement of ordinances, ensuring that any abatement contractors meet performance standards, and monitoring of budget for legal services incurred by the AAB. Responsible for maintaining divisional awareness of emerging related state, federal and, local legislation, and expanding the division's capability to ensure compliance.

Performs public relations, speaking, and explanations activities as needed, including the coordination of related outreach and rule enforcement campaigns.

Performs all duties expected of someone in a supervisory position, including training, performance evaluation, scheduling, budgeting, and related.

Performs related work as required.

### **NECESSARY KNOWLEDGE, ABILITIES, AND SKILLS**

Knowledge of legislative processes from which new development regulations arise.

Ability to induce community support and participation in protection efforts through effective public speaking and public relations.

Considerable knowledge of appropriate municipal ordinances applicable to area of assigned work.

Considerable knowledge of techniques applied in securing compliance with appropriate ordinances.

Ability to secure compliance with applicable ordinances, using tact and patience.

Ability to operate computer and maintain standard office records.

Ability to understand and follow oral and written instructions.

Ability to effectively determine property ownership through use of courthouse records.

Ability to establish and maintain effective working relationships with government officials, coworkers, subordinates, and the general public.

### **DESIRABLE TRAINING AND EXPERIENCE**

Bachelor's degree in related field such as Urban Planning, Public Administration, Construction Management, Business Administration, or Criminal Justice, and experience with public contact work related to code or law enforcement; or any equivalent combination of training and experience.