

**CLASS SPECIFICATION**

**SAN DIEGO CITY CIVIL SERVICE COMMISSION**

**FIELD REPRESENTATIVE - 1465**

**DEFINITION:**

Under general supervision, to conduct field visits in order to promote public service programs or conduct routine investigations of complaints; and to perform related work.

**DISTINGUISHING CHARACTERISTICS:**

This class distinguished from Code Compliance Officer in that incumbents of that class are primarily responsible for complaint resolution and enforcement of more complex City codes and ordinances, whereas Field Representatives are responsible for complaint resolution and enforcement of the less complex City codes and ordinances.

In addition, Field Representatives duties include performing less complex investigations of code violations which requires use of judgment; visiting sites within the City of San Diego to check or enforce compliance with City ordinances; conducting routine research to determine responsibility; preparing related reports for City Attorney's use at hearings and in court; and meeting with parties responsible for a violation to attempt voluntary compliance.

**\* EXAMPLES OF DUTIES:**

- Conducts routine field investigations in response to citizen complaints regarding City services, abandoned vehicles on City streets, and traffic control problems such as inadequate school crossings, crosswalks, and traffic sign/signal devices;
- Resolves customer issues/complaints;
- Makes referrals to appropriate City departments;
- Provides information to senior citizens on measures that can be taken to avoid victimization;
- Investigates high water bill complaints by inspecting private property for faulty operation;
- Delivers shut off notices resulting from non-payment of water bills;
- Visits businesses within an assigned territory for compliance with City ordinances;
- Inspects businesses for proper licensing in conformance with City ordinances and enforces City codes;
- Collects license fees and searches records for status of specific licenses;
- Enforces abandoned vehicle regulations, completes impound reports, and issues notices to illegally parked vehicles;
- Obtains and/or verifies meter reads;
- Provides scheduling and general information regarding social and cultural activities held in municipal park facilities;
- Provides maps, cost lists, and assists assessment district petitioners in applying for improvements;

\* **EXAMPLES OF DUTIES** performed by employees in this class. The list may not include all required duties, nor are all listed tasks necessarily performed by everyone in this class.

- Fills out impound reports on abandoned vehicles;
- Serves as a court witness;
- May assist with clerical work;
- Prepares reports of findings and actions taken.

**MINIMUM QUALIFICATIONS:**

Please note: the minimum qualifications stated below are a guide for determining the education, training, experience, special skills, and/or license which may be required for employment in the class. These are re-evaluated each time the position is opened for recruitment. Please refer to the most recent Job Description for updated minimum qualifications: <https://www.governmentjobs.com/careers/sandiego/classspecs>.

One year of full-time experience working in a customer service environment in which the primary duties are interpreting policies and procedures, resolving customer issues/complaints, and providing information regarding company services; **OR** six months of full-time experience performing field investigations, inspections, or enforcement duties.