

CLASS SPECIFICATION

SAN DIEGO CITY CIVIL SERVICE COMMISSION

SUPERVISING FIELD REPRESENTATIVE - 1921

DEFINITION:

Under direction, to supervise field representatives engaged in enforcing and securing compliance with applicable codes and regulations, or investigating and resolving complaints and inquiries regarding City services; and to perform related work.

*** EXAMPLES OF DUTIES:**

- Plans, directs, and supervises field investigative activities involving consumer complaints;
- Performs enforcement of City codes and ordinances, and performs community liaison;
- Plans and coordinates the daily work of staff;
- Receives complaints from citizens;
- Answers public inquiries and schedules necessary field investigations;
- Resolves the more difficult and complicated cases;
- Maintains records of field and office activities;
- Arranges follow-up investigations as required;
- Conducts residential and multi-family surveys;
- Prepares correspondence and reports;
- Establishes work priorities;
- Trains and rates the work performance of subordinates.

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>.

Two years of full-time experience as a Field Representative with the City of San Diego; **OR** two years of full-time public contact work, which must include the enforcement of codes and/or regulations, and the investigation and resolution of citizen inquiries and complaints related to service fees, codes, and/or ordinances or other service related issues in a government agency or public or private utility company (e.g., water, sewer, gas, electric, telephone, or cable television services). One year of supervisory experience that must reflect responsibility for the full range of supervisory duties including planning and scheduling the work of employees, employee selection, training, evaluation, commendations, and discipline.

- * **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.