

CLASS SPECIFICATION

SAN DIEGO CITY CIVIL SERVICE COMMISSION

FIELD REPRESENTATIVE

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; visits sites within the City of San Diego to check or enforce compliance with City ordinances; conducts routine research to determine responsibility; prepares related reports for City Attorneys' use at hearings and in court; and meets with parties responsible for a violation to attempt voluntary compliance.

* **EXAMPLES OF DUTIES:**

- Conducts 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;
- Makes referrals to appropriate City departments;
- Contacts potential youth employment enrollees at schools and other community sites;
- Verifies participants' information;
- 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;
- Collects license fees and searches records for current status of specific licenses;
- 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;
- Fills out impound reports on abandoned vehicles;
- May assist with clerical work;
- Prepares reports.

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 Announcement for updated minimum qualifications.

One year of experience providing information or assistance to the public, **OR** six months of experience involving field investigations, inspections or enforcement duties. Possession of a valid California Class C Driver's License.

* **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.