

NEW CASTLE COUNTY GOVERNMENT

Number 0199

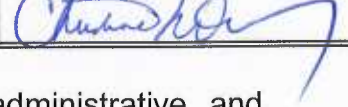
Page 1 of 2

Date 02/17/16

CLASS SPECIFICATION

Title: COMPLAINTS SPECIALIST

Approved:



GENERAL STATEMENT OF DUTIES: Performs responsible administrative and supervisory work in the area of complaints; does related work as required.

DISTINGUISHING FEATURES OF THE CLASS: An employee in this class performs administrative and supervisory work regarding the enforcement of compliance with New Castle County codes. Responsibilities include working with other departments to follow up referrals to those departments to ensure a prompt and timely response to the referred complaints. The employee is given considerable latitude for independent action in making appropriate inquiries regarding complaints. The work involves a broad knowledge of inspection techniques and procedures to effectively supervise the work of subordinates. This employee works under general supervision and is appointed a code enforcement Constable pursuant to State law to make actions legally effective.

EXAMPLES OF WORK: (Illustrative Only)

- Reviews and interprets codes, regulations, and guidelines and develops appropriate operating methods and procedures;
- Formulates work plans to identify needs and problems, define and clarify objectives, and assess alternative approaches;
- Develops, implements, and monitors performance standards for subordinates;
- Assigns work, supervises and evaluates work performed and advises on technical and administrative problems and procedures;
- Supervises support staff;
- Ensures that complaint cases are handled appropriately;
- Performs field investigations of complaints as needed;
- Maintains close liaison with division level personnel in departments regarding complaints referred to them and ensures the timely processing of, and response to, such complaints;
- Obtains, compiles, and organizes data;
- Prepares progress reports and other reports;
- Prosecutes code violators in Magistrate Court as needed;
- Appears in court to testify when necessary;
- Promotes an ongoing attitude of dedication to excellent public service and ensures that external and internal customers are provided with the highest quality of service;
- Operates a personal computer and other related equipment in the course of the work.

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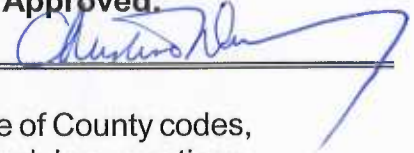
Page 2 of 2

CLASS SPECIFICATION

Date 02/17/16

Title: COMPLAINTS SPECIALIST

Approved:



REQUIRED KNOWLEDGE, SKILLS, AND ABILITIES: Good knowledge of County codes, ordinances, relevant laws, and procedures; good knowledge of the principles, practices, and theory of investigation and the methods and techniques used in the analysis of data; good knowledge of the Magistrate Court system; some knowledge of the functions of County departments, their responsibilities for providing services, and their relation to the code compliance enforcement process; ability to supervise others and to administer the daily operations of the office; ability to collect, compile, organize, interpret, and present data and to draw valid conclusions based on data compiled; ability to communicate courteously and effectively, both verbally and in writing; ability to make accurate and articulate presentations in Magistrate Court; ability to establish and maintain effective working relationships with County employees, the public, government officials, outside agencies, organizations, and individuals; ability to deal effectively with people in difficult situations; ability to conduct related investigations and research; ability to solve highly complex problems and to prepare detailed reports; ability to recognize the sensitivity of issues and assignments and to maintain confidentiality; ability to operate a personal computer and other related equipment.

MINIMUM QUALIFICATIONS: At least three (3) years of experience in regulatory enforcement work and possession of a Bachelor's Degree from an accredited college or university with major course work in criminal justice, public administration, political science, or closely related field; or an equivalent combination of experience, education or training directly related to the required knowledge, skills and abilities.

ADDITIONAL REQUIREMENTS: Possession of a valid Delaware Class D driver's license or its equivalent; must meet all requirements of the State law and/or regulations in order to be appointed a code enforcement Constable; must pass a Class III County physical examination and a background check.

HISTORY OF REVISIONS:

Established: 07/01/73
Revised: 04/17/89
Revised: 03/01/94
Revised: 07/01/97
Revised: 01/02/02
Revised: 09/14/07
Revised: 02/17/16