

# CHRISTINA JACKSON

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1632 Columbia Avenue, Norfolk, VA 23509

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## SUMMARY

A highly qualified Building Maintenance Official with experience inspecting buildings and structures at various stages of construction, alteration, and repair and enforcing the Uniform Statewide Building Code per the State of Virginia and ICC Regulations Building and Property Maintenance Codes. Motivated and talented instructor for aspiring individuals who want professional excellence in becoming inspectors.

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## AWARDS AND AFFILIATIONS

Virginia State Technical Review Board Member	VBCOA Educaton Chair	WICED Secretary
Professor for Tidewater Community College teaching TTP	VBCOA Region 8 Chair Past Chair WICED of VA founding member	Permit Tech Nation Board Member ICC Leadership Academy Presenter
ICC Military Famillies Committee Member		

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## STRENGTHS AND EXPERTISE

Team Development	Financial Reporting	Team Leadership
Strategic Planning	Networking	Communication
Customer Service Skills	Development of Programs	Operations Management

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## PROFESSIONAL EXPERIENCE

### City of Newport News

February 2021 - Present

#### Senior Codes Compliance Inspector (Supervisor)

Played a pivotal role in spearheading the conception and execution of Third Party Elevator Program and Private Grass contractor implementation.

- Responsible for the supervision of seven inspectors, distributing assignments of complaints from citizens while monitoring self-initiated violation tasks. Enforcing the Virginia Property Maintenance Code, the Virginia Uniform Statewide Building Code, and the City of Newport News Codified Ordinances.
- Responsible for notifying owners of violations with input into our online permitting system, Energov.
- Conducted zoning inspections such as property setback requirements for new construction, accessory structures, signs, and home-based businesses certificate use of occupancy.
- Issue summonses and warrants and prepare case files for the City Attorney's office for monthly court dates on delinquent and repeat code violators.
- Reported questions and concerns regarding inspections and project follow-ups to the City Council and local citizens.
- Extensive knowledge of the ICC Zoning International Code, International Residence Code, and International Building Code.
- Responsible for budget creation for staff training, certifications, memberships, abatement contractors, and demolition projects.
- Created standard operating procedures and training manuals, allowing staff to use various workflows within our new permitting system effectively.
- Participated on interview boards/selection committees and made hiring recommendations for potential candidates

### City of Norfolk

September 2011-February 2021

#### Codes Team Leader

- Supervised a team of Senior Code Specialist(s) and Code Specialist(s)
- Managed caseload and distribution of assigned areas for team members
- Conducted routine inspections of complaints from citizens in the locale and self-initiated violations while enforcing the ICC Property Maintenance Code, Commonwealth of Virginia Uniform Standard Building Codes, and the City of Norfolk Codified Ordinances.
- Communicated daily with citizens, property managers, commercial property owners, City Officials, and Department directors.
- Worked with other City Departments to resolve various complaints that were not the responsibility of the Department of Codes Compliance.

- Assisted Fire and Police Departments in delinquent and after-hour inspections.
- Responsible for BasicGov workflow, including creating template notices of violation letters/permits, generating inspections and inspection statuses, and implementing them into the BasicGov operation system.
- Issued summons and warrants and prepares case files for the City Attorney's office for weekly court dates for delinquent and repeat Code violators.
- Reported to the Division Head, Director, City Council, and local citizens regarding concerns, questions about specific inspections, and follow-ups
- Created standard operation procedures for the Derelict Structure program with a streamlined property referral checklist, notices, brochures for owners, and notice postings.
- Reviewed and issued all demolition packages, including bid announcements, specifications, disconnects, asbestos testing, and awards.
- Attended monthly civic league meetings for assigned Planning District to address community concerns.
- Participated on interview boards/selection committees and made hiring recommendations for potential candidates
- Conducted case review with team to ensure accurate documentation is being maintained.
- Contributed to amending local ordinances/codes and restructuring the process to better meet community and departmental needs.
- Provided oversight to staff for training credits, professional development, and training of new hires within the division.
- Researched and submitted proposals for software to help streamline job procedures.

**City of Newport News**

**September 2006-September 2011**

**Codes Compliance Inspector II**

- Conducted routine inspections of complaints from citizens in the locale and self-initiated violations while enforcing the ICC Property Maintenance Code, Commonwealth of Virginia Uniform Standard Building Code, and the City of Newport News Codified Ordinances. Responded to all citizen complaints within a 24-hour turnaround.
- Communicated daily with citizens, property managers, commercial property owners, City Officials, and Department directors.
- Responsible for notifying owners of violations with input into a CICS/MUNIS database system.
- Conducted zoning inspections such as property setback requirements for new construction, accessory structures, signs, and for home-based businesses certificate use of occupancy.
- Issued summonses and warrants and prepared case files for the City Attorney's office for monthly court dates for delinquent and repeat Code violators.
- Trained the property maintenance division on the use of the MUNIS system for code enforcement functions; provided ongoing technical assistance for safety equipment.

**National Inspection Corporation**

**January 2002-September 2006**

**Code Enforcement Officer**

- Primary Code Enforcement Officer for the City of Trotwood; provided code enforcement support as well as technical assistance and training for code enforcement staff in various municipalities contracted to National Inspection Corporation
- Monitored and evaluated work performance and made recommendations for corrective actions to address job performance issues for code enforcement staff in various municipalities
- Conducted rental inspection and pre-sale inspection for various construction vendors
- Assisted with modification of codes to target specific community need

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**EDUCATION**

**Old Dominion University**

Bachelor of Science in Leadership, Minor in Public Administration

**Old Dominion University**

Graduate Certificate in Professional Leadership in Public Leadership

**Tidewater Community College**

Association Degree in General Studies

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**CERTIFICATION**

Certified Maintenance Code Official ♦ VAZO Certified Zoning Official ♦ VAZO Certified Zoning Administrator  
 University of Wisconsin Fire and Building Certified ♦ Certified ICC Property Maintenance Inspector  
 FEMA Emergency Disaster Certified ♦ Jack Proctor Department of Housing Certified Instructor