



BYLAW ENFORCEMENT OFFICER

JOB DESCRIPTION

Job title:	Municipal Bylaw Enforcement Officer
Department:	Legislative Services
Supervisor's Title:	Chief Administrative Officer
Salary:	\$54,000 – \$69,000 annually

POSITION SUMMARY

Responsible for all aspects of bylaw enforcement including, but not limited to, property standards, zoning, animal control, noise, parking, and sign bylaws. To perform all statutory and operational functions in support of the Summer Village's bylaws in accordance with the Provincial legislation.

GENERAL ACCOUNTABILITY

The ideal candidate for this challenging role will possess strong dispute resolution skills and have experience dealing with people in difficult situations, experience with bylaws or regulations, court procedures, and enforcement activities including investigating, reporting, and resolving bylaw violations.

Good knowledge of the applicable rules, regulations, policies, and practices, which govern departmental activities is essential in this position.

KEY RESPONSIBILITIES

Receiving and investigating complaints of and potentially ticketing for bylaw infractions, patrolling, and regulating parking, preparing court documents, serving when required, laying charges, and giving evidence in court, handling general inquiries, and assisting in drafting or amending bylaws.

POSITION SUMMARY

- receives, attends, and investigates alleged bylaw infractions
- patrols and regulates parking in all areas of the Summer Villages in which parking is controlled
- reports on bylaw infractions and other non-permitted activities redirect inappropriate behaviors and actions and ensures corrective action is taken
- notifies non-permitted public space users of bylaw infractions and records problem activities with the use of a camera, notepad, or other means as required
- supports a safe community environment by effectively dealing with nuisance behaviors
- handles general inquiries on bylaw enforcement, and animal control
- enforces all bylaws of the Summer Villages not limited to noise, property standards, parking, zoning, licensing, signs, and use of Summer Village property
- investigates complaints of bylaw infractions including site visits, witness interviews, consultation with the property owner, notification of contravention
- enforces the provisions of the Land Use Bylaw through site visits and other appropriate means
- brings to the attention of bylaw violators, by written notice or verbal communication, the nature of the bylaw offense, and attempts to gain compliance with bylaws; if negotiations are unsuccessful, takes such action as may be authorized within the bylaws of the municipality to gain compliance
- liaises, where necessary, with the RCMP
- serves documents on behalf of the Summer Villages as required
- addresses, proactively and in response to complaints, problems that involve animals as listed in the Summer Village's Animal Control Bylaw
- researches prepares, and presents a report to management, staff, and/or Council
- provides input on bylaw updates, policies, and procedures
- may be responsible for working some evenings or weekends, or different shifts

- provides excellent customer service and responds efficiently to telephone inquiries, requests, and concerns of the public and assists with providing information to residents on bylaws
- performs other duties as required

QUALIFICATION AND EXPERIENCE

- Post secondary program in law enforcement/police foundations, law & security, justice administration, or an environmental studies-related field is an asset
- completion of the Bylaw Enforcement course or equivalent
- minimum 1 year experience in bylaw enforcement or 3 years in providing security in a public setting in Canada
- strong knowledge of municipal bylaws
- conflict resolution training is considered an asset
- proficiency in Microsoft Office
- experience with documentation and reporting
- sound judgment, analytical and decision-making skills with the ability to work under pressure by multi-tasking and priority setting
- demonstrated ability to communicate effectively with the public while maintaining composure, both verbally and in written form – highly attuned customer service and conflict resolution skills are essential
- ability to act in a confident professional manner in a variety of situations, including providing evidence in court as required
- ability to exercise a high level of independence, however, must be able to work effectively in a team and interact with others
- valid driver's license free of serious offenses under the Highway Traffic Act
- successfully clear and maintain an RCMP Enhanced Security Clearance
- valid first aid training

PHYSICAL/PSYCHOLOGICAL DEMANDS & WORKING CONDITIONS

The job will work both in and out of the office, with approximately 90% of its time in the field.

- while out of the office, most of the time will be in a municipal vehicle, roving through the Summer Villages to conduct investigations and inspections
- mental, visual, and/or aural concentration is required when investigating, taking notes, or attending court
- physical efforts may be required when driving

- may be exposed to dust, dirt, fumes, waste materials, inclement weather, and emotionally charged situations
- flexibility of hours and available evenings and weekends, as required

KNOWLEDGE, SKILLS, AND ABILITIES

- ability to prepare and maintain records related to work
- considerable tact, diplomacy, and persuasive ability in dealing with the public
- ability to display mature and sound judgment in deciding the appropriate course of action, often in difficult situations
- demonstrated the ability to positively communicate with the public and effectively and rationally deal with verbally abusive or hostile individuals
- ability to establish and maintain cooperative working relationships with other Summer Village employees and Council
- ability to exercise a high degree of tact and sound judgment when dealing with other Summer Village employees and Council
- ability to communicate in English, both orally and in writing
- ability to understand and follow verbal instructions, and establish written operational policies and procedures
- ability to work within a proactive team environment
- exceptional ability to self-motivate and to function with minimum direction and supervision
- strong time management and organizational skills
- physical ability to perform required job duties
- knowledge of appropriate bylaws, legislation, and regulations
- knowledge of the municipal legislative process and the Officer's role in the process