

JOB DESCRIPTION – BYLAW ENFORCEMENT OFFICER

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 bylaw infractions, patrolling and regulating parking, homeless camp monitoring and cleanup, preparing court documents and serving when required, laying charges and giving evidence in court, handling general enquiries, issuing business licences, collecting problem animals and delivering to SPCA and assisting in drafting or amending bylaws.

DUTIES AND TASKS

- Receives, attends and investigates alleged bylaw infractions
- Patrols and regulates parking in all areas of the City in which parking is controlled
- Patrols City's walking and bicycle trail systems, reports on bylaw infractions and other non-permitted activities, redirects inappropriate behaviours 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, business licensing and animal control
- Enforces the provisions of the Business License 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 offence, 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 and Crown Counsel
- Serves documents on behalf of the city
- Presents evidence in court and prosecutes infractions as required
- Issues all business licenses

- Assists Finance Department, as required, in ensuring business license fees and renewal fees are properly invoiced and paid
- Advises which businesses are violating the Business License Bylaw, and recommending suspension and cancellation of licenses as appropriate
- Addresses, proactively and in response to complaints, problems which involve animals listed in the City's Animal Control Bylaw
- Collects all problem animals using the City's animal control equipment, and deposits collected animals in SPCA holding pens
- Researches, prepares and presents reports to management and/or staff as required
- Performs other duties as required

REQUIRED QUALIFICATIONS

Education and Experience:

- Grade 12 Education
- Completion of Bylaw Enforcement course or equivalent
- Minimum 2 years' experience in a regulatory environment
- Willing to obtain conflict resolution training (Candidate must have strong dispute resolution skills and have experience dealing with people in difficult situations)
- Proficiency in Microsoft Office, word-processing, spread sheeting, and outlook
- Experience with documentation and reporting
- Experience in the preparation of court documents and prosecution of cases is considered an asset
- Must possess and maintain a valid BC driver's license
- Must be able to successfully clear and maintain a RCMP Enhanced Security Clearance

***testing may be required*

Knowledge, Skills and Abilities:

- Ability to prepare and maintain records related to the work
- Considerable tact, diplomacy and persuasive ability in dealing with the general public
- Ability to display mature and sound judgment in deciding appropriate course of action, often in difficult situations
- Demonstrated 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 City employees, external businesses and their employees
- Ability to exercise a high degree of tact and sound judgment when dealing with other City employees and representatives of regulatory agencies
- Ability to communicate effectively 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:

- Knowledge of appropriate bylaws, legislation and regulations
- Knowledge of municipal legislative process and the Officer's role in the process

Must be willing to work outside traditional working hours, and adverse weather conditions