

## **Role Statement**

This is a permanent, full-time position that reports to the Manager of Community Planning. The Bylaw Enforcement Officer contributes to the effective operation of the District of Ucluelet, primarily through identifying, investigating, mediating and resolving of bylaw violations according to enforcement policies adopted by Council and providing enforcement services to all departments within the organization. In many instances, this will require investigating complaints of alleged bylaw infractions other than during the normal business hours of the District of Ucluelet Municipal Hall.

The Bylaw Enforcement Officer is expected to exercise independent judgement in accomplishing the work and must complete all investigations with initiative and diplomacy. The Bylaw Enforcement Officer position requires a sound understanding of all Municipal Bylaws, must have the ability to think innovatively, the ability to adjust to the political sensitivities, and have proven ability to supervise and mentor Bylaw Ambassador staff.

## **Principle Responsibilities**

- Responds to public inquiries and investigates complaints of possible bylaw violations; gathers evidence and follows up on received complaints; carries out patrols; educates and issues warnings, violation tickets and notifications when appropriate; prepares reports and makes recommendations respecting possible courses of action.
- Performs field / site inspections for various departments regarding issues such as unsightly premises, dog violations, land use and zoning infractions, billing inquiries, sprinkling / burning regulations, subdivision and development servicing, derelict vehicles, noise, garbage, parking, and public property use violations.
- Maintains electronic documentation (written and photographic) and files on each activity ensuring that all paperwork necessary for effective bylaw enforcement is completed within stipulated timelines; drafts correspondence to public and other agencies; attends examinations of discovery and court hearings as required; hand delivers notices of public hearings and ensures posting of rezoning signs.
- Responds to technical and public inquiries regarding interpretation of District regulatory bylaws and any applicable policies, procedures and guidelines.
- Liaises with various government agencies and the RCMP, ensuring affected parties are aware of issues falling within their jurisdiction.
- Produces and files monthly statistical reports for Council and department heads; prepares annual statistical reports for senior staff and Council.
- Reviews business license applications.
- Assists as requested in the development of bylaw related policies and procedures; makes recommendations regarding the development and amendment of regulatory bylaws.
- Mentors and provides advice and guidance to Bylaw Ambassador staff.
- Deals with confidential and sensitive information for both in-camera and private meetings in accordance with District policies, procedures and best practice standards.
- Provides for the basic maintenance and cleanliness of work vehicle.
- Wears issued apparel and keeps uniform in a neat and tidy appearance.

- Performs other related duties, as required.

Based on operational needs, Bylaw Enforcement Officer must be available to work a variety of shifts including days, evenings and weekends. May require evening attendance at some council meetings.

### **Required Knowledge, Skills, and Abilities**

- Ability to function efficiently with limited direction, to establish and maintain effective working relationships with municipal officials and other employees, and to meet and successfully serve the public on a continuing basis.
- Ability to use sound judgment when identifying, mediating and resolving a bylaw infraction and utilizing conflict resolutions skills when dealing with hostile individuals.
- Ability to maintain confidentiality of matters as required.
- Ability to efficiently plan, organize, set priorities and work well under pressure and to a deadline.
- Ability to effectively read and interpret bylaws, present data in a resourceful manner, and skillfully gather and analyze information.
- Ability to interpret maps and legal descriptions.
- Functional knowledge of court procedures and legal terminology.
- Thorough knowledge of business English.
- Thorough familiarity and proficiency with Microsoft Office.
- Working knowledge of adopted District document management practices.
- Working knowledge of the operations and functions of other District departments.
- Working knowledge of related municipal legislation, i.e. Local Government Act, Community Charter, related statues, laws, regulations and precedents respecting land use and planning and property development approval processes, Building Code and Fire Regulations.
- Strong interpersonal skills and written and verbal communication skills.
- Excellent organizational skills.
- Excellent teambuilding skills.
- Demonstrate proficiency in the core competencies of:
  - Adaptability: Willingness to be flexible in a changing environment.
  - Relationship Building: Establishes and maintains respectful and cooperative working relationships.
  - Effective Communication: Communicates effectively with others.
  - Problem Solving: Recognizes and acts to resolve problems.
  - Organization: Organizes work so that others will understand it, in order to achieve District goals.
  - Customer Focus: Provides excellent service to both internal and external customers.

### Education, Work Experience, Required Qualifications

- Completion of Grade 12 or recognized equivalent, supplemented with Level I Bylaw Enforcement and Investigating Skills course. Level II Bylaw Enforcement and Investigations Skills course would be considered an asset.
- One (1) year experience in enforcement work, or an equivalent combination of training and experience. Experience in local government and Basic Security Training (BST) 1 will be considered an asset.
- Level I Occupational First Aid. First Responder certification would be considered an asset.
- Conflict resolution training.
- Customer service delivery training.
- Valid BC Class 5 Drivers License.
- Physically fit and able to patrol areas by foot, bicycle and e-bike.
- Satisfactory completion of a criminal record check.