

Casual Bylaw Enforcement Officer

Casual position – Reports to Manager of Corporate and Legislative Services

Schedule subject to change as per operational demands - includes weekend and late day work

General Outline, Scope and Purpose:

Under the direction of the Manager of Corporate & Legislative Services, the Casual Bylaw Officer is responsible for monitoring compliance to Village bylaws and regulations. This position involves regular patrolling of the Village and extensive contact with the community, with a focus on public education.

This position assumes enforcement duties to ensure compliance with parking, animal control and other Village regulations as required. As a front-line representative of the Village, a key component of this role is to inform the public and maintain positive relationships within the community. Administrative duties, such as report and letter writing may also be required.

Public Education:

- Engage residents and visitors in conversation to create awareness of Village bylaws
- Interpret and explain bylaws, policies and regulations with the goal of obtaining voluntary compliance
- Respond to public inquiries and complaints

Patrol and Enforcement:

- Patrols by vehicle, and on foot to detect bylaw infractions
- Follow up on public complaints relating to offences
- Issue tickets for violations
- Seize and transport of animals
- Serve notices on behalf of the Village
- Assist other departments in enforcement, permit and licensing matters
- Participate in investigation of bylaw offences
- Appear in court and give testimony related to the prosecution of bylaw offenders
- Aid in enforcement for events and festivals as required
- Other duties as assigned

Administrative Duties:

- Preparation of correspondence
- Preparation of reports
- Assist with the administration of the Bylaw Notice Enforcement Adjudication system
- Other duties as assigned.

Health & Safety:

As per the Village's commitment to the physical and psychological health and safety of its employees, the Bylaw Enforcement Officer must adhere to the following accountabilities:

- Identifying and reporting workplace hazards
- Participating in workplace incident investigations and workplace inspections
- Assisting with Job Hazard Analysis and Risk Assessments
- Adhere to all workplace safety policies and procedures
- Awareness of the following safety considerations identified for this position:
 - Lifting awkward loads
 - Dealing with difficult customers
 - Extension of regular work hours during peak operations
 - Operating company vehicles
 - Working alone
 - Computer workstation ergonomics

Knowledge, Skills and Abilities:

- Knowledge of business English, spelling, grammar and punctuation
- Ability to exercise sound judgment and embrace accountability for decisions.
- Ability to transcribe notes, prepare correspondence/reports, and research a variety of topics.
- Ability to interpret rules, regulations and policies and to make decisions based upon them
- Effective communication and conflict resolution skills
- Ability to self-motivate and to function with minimum direction and supervision
- Ability to establish and maintain effective working relationships with supervisors, Municipal officials, other employees and the general public
- Thorough knowledge of the *Community Charter*, *Local Government Act*, Municipal Ticketing Information System, Bylaw Notice Enforcement Adjudication System, Federal, Provincial and Municipal laws and courtroom procedures
- Experience with bylaw and licensing computer systems as well as Microsoft Word/Excel
- Ability to perform the physically demanding duties such as capturing dogs and lifting dogs in and out of kennels and vehicles
- Ability to manage difficult or confrontational individuals
- Knowledge of the Village of Pemberton an asset

Required Training and Experience:

- Completion of Grade 12
- Completion of JIBC Bylaw Enforcement Level I
- Completion of Level II a strong asset
- Minimum of 2 years' experience in a Bylaw Enforcement Officer role
- Valid Class 5 BC driver's license (able to drive standard transmission vehicle)
- Satisfactory Criminal Record Check