

Bylaw Enforcement & Animal Control Officer

Fulltime 2-year Term Position – Reports to Manager of Corporate and Legislative Services
Schedule subject to change as per operational demands – shifts range from Monday to Sunday and includes weekend and late day work.

General Outline, Scope and Purpose:

Under the direction of the Manager of Corporate & Legislative Services, the Term Bylaw Enforcement & Animal Control 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 animal control, parking 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.

General Duties:

- Receives, prioritizes, and investigates complaints regarding alleged infractions of the Village of Pemberton's Regulatory bylaws and Animal Control Bylaw and takes the appropriate action.
- Proactively patrols the Village to detect violations of Municipal bylaws and Animal Control Bylaw.
- Informs and educates bylaw violators of the nature of the bylaw offence, and actively seeks to resolve disputes or infractions informally to gain voluntary compliance.
- Issues Warning Notices of Violation, Bylaw Offence Notices, and Municipal Ticket Information's, Orders to Comply, Court Orders and requests Warrants.
- Prepares and assists in preparation of documents for other court processes.
- Provides investigative support to other Municipal departments.
- Liaises with other agencies regarding the enforcement of regulations falling within their jurisdiction and coordinates and participates in joint enforcement strategies and efforts.
- Aid in enforcement for events and festivals as required.
- Serve notices on behalf of the Village.
- Other duties as assigned.

Animal Control Duties:

- Seize and transport animals, and coordination with Whistler Animals Galore (WAG) and Pemberton Animal Wellbeing Society (PAWS).
- Other duties as assigned.

Customer Service and Administration Duties:

- Contributes to the success of our team, creation of our community, and delivering outstanding customer service internally and externally.
- Follows the Village of Pemberton’s Customer Service Policy to ensure the Delivery of Outstanding Service.
- Explains and interprets the Animal Control Bylaw and other Regulatory bylaws, regulations, procedures, and policies and conveys information to others clearly and concisely, both orally and in writing.
- Maintains administrative files and records, and prepares routine correspondence, and reports to Council.
- Prepares any necessary Court documents and files, prosecutes alleged Animal Control Bylaw violations, and other bylaw violations as necessary, and provides evidence in Court.
- Attends public and community group led events to engage residents and create awareness of Municipal bylaws and responsible dog ownership.
- Other duties as required.

Knowledge, Skills and Abilities:

- Excellent interpersonal and communication skills and the ability to provide effective customer service.
- Excellent conflict resolution skills and the ability to diffuse hostility in an effective manner and consistently maintain a professional and diplomatic demeanor.
- Must be able to meet the physical demands of the position including lifting at least 34 kg (75lbs) and working in adverse weather conditions.
- Ability to work both independently and interdependently while exercising sound judgement and initiative.
- Proven experience, thorough knowledge and the ability to demonstrate the principles, methods and equipment used in the capture, care, handling and safe transportation of injured, vicious, or stray animals.
- Thorough knowledge of the Village’s Animal Control Bylaw, related legislation and regulations, other Municipal bylaws, and the *Community Charter*.
- Knowledge of court and adjudication procedures, rules of evidence and investigational techniques.
- Ability to deal with confidential and sensitive information with a high degree of discretion and impartiality.
- Excellent time management and organization skills.
- Thorough knowledge of business English, spelling, grammar, and punctuation.
- Basic arithmetic and modern office practices and procedures.

Required Training and Experience:

- Valid BC Class 5 Driver’s licence with a safe driving record.
- Grade 12 supplemented with demonstrated enforcement experience related to the work.
- Ability to obtain and maintain RCMP Security Clearance.
- Bylaw Compliance, Enforcement and Investigative Skills Certificate Program Level 1 and 2 and a certificate in Animal Control Basic Training from a recognized institution.
- Two year enforcement related experience with a minimum of two years’ experience in the care and handling of animals in an institutional setting.
- An equivalent combination of education, training and experience.
- Satisfactory Criminal Record Check.

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

Emergency Operations Responsibilities:

- All persons employed by the Village of Pemberton will be required to assist the Village in providing emergency services. Duties assigned during an emergency may differ from regular duties.