

## Community Services Officer

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Location: Municipal Hall  
Full-time, Permanent

### Summary:

As a Community Services Officer, you'll play a vital role proactively educating the public and ensuring municipal bylaws are understood and followed. This role involves regular patrolling of the Village, maintaining positive relationships throughout the community and addressing complaints.

### Responsibilities:

- Engage residents and visitors to create awareness of Village bylaws
- Attend public events for educational and awareness purposes
- Identify seasonal and topical areas of focus for educational purposes
- Acknowledge and respond to public inquiries and complaints in a timely manner
- Patrol the Village boundaries, detecting and resolving bylaw infractions
- Issue appropriate warnings and tickets for violations
- Prepare correspondence, including but not limited to warning letters, educational letters and reports of investigation outcomes
- Prepare reports, files, investigation documents and ticket information
- Follow up on tickets and correspondence regarding infractions
- Conduct investigations of bylaw offences for the possibility of court appearances
- Appear in court to give testimony related to the prosecution of bylaw offenders
- Serve notices on behalf of the Village
- Seize and transport animals when necessary
- Regularly audit Village signage and identify need for new signage or repairs
- Collaborate with RCMP, animal welfare agencies, provincial environmental agencies and conservation officers
- Assist with the administration of the bylaw notice enforcement adjudication system
- Other duties as assigned

### Skills and Experience:

- Completion of JIBC Bylaw Enforcement Level I and Level II desired
- Certificate in Animal Control Basic Training an asset
- Valid Class 5 BC driver's license
- Occupational First Aid Level 1 certificate
- Ability to exercise sound judgment and embrace accountability for decisions
- Ability to transcribe notes and prepare correspondence/reports
- 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 minimal 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 and Microsoft Word and Excel
- Ability to perform physically demanding duties such as capturing dogs and lifting dogs in and out of kennels and vehicles
- Ability to deescalate situations with difficult or confrontational individuals

**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.

**Vulnerable Sector Check:**

The scope of this role includes being a point of contact for the public, including youth and vulnerable persons. A vulnerable sector Cceck will be required for anyone hired into this position.

**Posting Details:**

Application Deadline: Posting until filled

Estimated Start Date: November 4, 2024

Job Grade: 5

Salary: \$68,342