

TOWN OF VIEW ROYAL

JOB DESCRIPTION

BYLAW ENFORCEMENT OFFICER

General Summary: Under the general supervision of the Director of Protective Services, the Bylaw Enforcement Officer investigates bylaw complaints and provides enforcement of the Town of View Royal bylaws and promotes the safety of the general public in accordance with the Bylaw Enforcement Policy.

DUTIES AND RESPONSIBILITIES

- Provides excellent internal and external customer service including handling of inquiries, complaints, and providing information as required;
- Ensures compliance with legislation, bylaws, policies and procedures;
- Receives complaints of alleged infractions of municipal bylaws;
- Acknowledges in writing complaints received from members of the general public and advises complainants as to the disposition of complaints;
- Investigates complaints received to confirm infractions of municipal bylaws;
- Determines what remedy is necessary to address infractions with a view to achieving compliance if possible;
- Issues tickets, letters and notices as determined by the conclusion of investigations and required remedies;
- Documents with written notes and/or photographs the information learned during investigations;
- Prepares and/or collects evidence for use in bylaw enforcement and court proceedings;
- Writes reports in the exercise of bylaw enforcement for use by staff, Council, legal counsel and the courts;
- Maintains accurate and complete records of all bylaw enforcement activities and the status of investigations;
- Monitors and reports the status of all active files;
- Makes recommendations for bylaws or the improvement of existing bylaws and prepares bylaws and bylaw amendments as required; and
- Liaises with Royal Canadian Mounted Police, Capital Regional District and other agencies in the exercise of bylaw enforcement responsibilities.

KNOWLEDGE, SKILLS AND ABILITIES

- A working knowledge of Microsoft Office Suite (Word, Excel and Outlook);
- Sustained high attention to detail and the ability to maintain accuracy;
- Excellent analytical and organizational skills and a high degree of professional judgment;
- Ability to interpret legislation, regulations, bylaws, and procedures of a diverse nature;
- Ability to communicate with tact and discretion, both verbally and in writing, when dealing with Town officials, members of the public and other employees;
- Ability to work independently;
- A good understanding of the principles of administrative and common law;
- Working knowledge of the bylaw dispute adjudication system;
- Able to manage a large and varied caseload with competing priorities;
- Good facilitation, negotiation and conflict resolution skills; and
- Ability to organize tasks to meet deadlines.

REQUIRED QUALIFICATIONS

- A relevant diploma from a recognized post-secondary institution
- By-Law Compliance, Enforcement, and Investigative Skills Level 1 (Bylaw Enforcement Level 2 is desirable);
- Current and valid Class 5 B.C. Driver's Licence;
- An RCMP Reliability Security Clearance;
- Three years' experience in bylaw enforcement or the equivalent;
- Previous experience and employment in law enforcement would be an asset.

This Job Description is only a summary of the typical functions of the job, not an exhaustive or comprehensive list of all possible job responsibilities, tasks, and duties. The responsibilities, tasks, and duties of the jobholder might differ from those outlined in the Job Description and that other duties, as assigned, might be part of the job.

Scott Sommerville
Chief Administrative Officer