



## JOB DESCRIPTION

# Bylaw Enforcement Officer

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Department:	Development Services
Classification:	CUPE - Regular/Full Time
Wage Schedule:	“B” – Works and Services

### 1. Nature and Scope of Work

The position involves inspectional and regulatory work related to enforcement of the bylaws of the Town of Golden, involving extensive contact with the public and close liaison with the RCMP detachment and other relevant community agencies within the position's jurisdiction.

The position strives to implement a preventative system of bylaw enforcement, taking initiative where appropriate on apparent and known infractions before they trigger public complaints or procedural action, while also ensuring that complaints and compliance with municipal bylaws are dealt with in a firm, yet tactful manner.

The position exercises independent judgment and action on most assignments, with more difficult problems and policy matters referred to and discussed with the manager. The position also researches and recommends changes to legislative and regulatory frameworks, bylaws, and policies. Good communication skills and demeanour are imperative in order to successfully work with the public and co-workers in a co-operative, professional manner, as a front line representative of the Town.

### 2. Primary Responsibilities – 70%

- Enforces regulatory bylaws of the Town of Golden through both pro-active and complaint driven means.
- Impounds and conducts follow up procedural actions for animal control.
- Maintains a logical and orderly filing system.
- Issues and processes of Municipal Ticket Informations or Bylaw Notice implementation provisions for Town bylaw infractions.
- Wears Town issued apparel and keeps uniform in a neat and tidy appearance.
- Collects evidence and produces documentation in a manner suitable for court processes.
- Prepares, registers, and serves legal documents.
- Provides regularly statistical reports as required, and keeps an accurate activity log.
- Maintains notebook integrity (required for court).
- Cleans and maintains animal impoundment building.
- Liaises and works with the RCMP, local veterinarian, and other agencies as appropriate.
- Responds to inquiries and complaints from the public concerning regulatory matters in a timely and courteous manner; provides assistance to the public regarding compliance with all Town bylaws.
- Participates in bylaw updates by providing research and recommendations to the manager.
- Performs other related duties as assigned.

### 3. **Secondary Responsibilities – 30%**

- Conducts best practices research of bylaws for development, implementation, and enforcement of town bylaws.
- Provides direct assistance to the Department with matters under jurisdiction; provides work plan input and budget advice when necessary.
- Communicates effectively both orally and in writing in the English language; dealing courteously, tactfully and diplomatically with elected officials and fellow staff.
- Establishes and maintains effective working relationships and deals fairly, impartially, and firmly with the public, property owners, tenants, business owners, , and external agencies.
- Prepares clear and concise reports; organizes a working schedule to meet deadlines and priorities when required.
- Undertakes professional development and networking opportunities as approved by the Manager of Development Services and as necessary to ensure continuous improvement in educational capacity, skills, and abilities.
- Performs other duties as required, including outside normal working hours.

### 4. **Supervision**

The position reports to the Manager of Development Services and has no direct supervisory authority.

### 5. **Minimal Qualifications**

#### *Education and Experience*

- Grade 12 completion.
- *Level 1 Bylaw Enforcement and Investigative Skills Certificate* or *Bylaw Enforcement Officer 1 Certificate* or equivalent certification through RCMP or Municipal Police Training, or 3 years experience as a municipal bylaw enforcement officer.
- Valid and current Driver's Licence.

#### *Specific Skills*

- Demonstrated experience in handling of animals; particularly dogs.
- Ability to prepare and keep records that are neat, accurate, and organized.
- Demonstrated ability to work independently with minimal supervision.
- Ability to work with the public in a courteous and tactful manner.
- Ability to be confident when working within the legal process or court environment.
- Demonstrated sound judgement and a high degree of tactfulness and diplomacy at all times in dealing with customer complaints and difficult situations, including hostile individuals.
- Experience with data entry, word processing and data base entry into a PC Windows environment.
- Must be neat and tidy in appearance.
- Good working knowledge of Microsoft Office programs.
- Excellent written and oral communication and time management skills.

## 6. Preferred Qualifications and Desirable Skills

- *Level 2 Bylaw Enforcement and Investigative Skills Certificate* or *Bylaw Enforcement Officer 2 Certificate*, equivalent certification through RCMP or Municipal Police Training, or 5 years experience as a municipal bylaw enforcement officer.
- RCMP auxiliary constable or Municipal Constable experience.
- Conflict resolution, investigative, and enforcement experience.
- Basic Security Training (BST) 1 and / or 2.

## 7. Step Progression

Step	Term		Educational/Experience Requirements
I	0-12 months in position	AND	Minimum initial hire qualifications per s. 5
II	13-36 months in position	AND	<i>Level 1 Bylaw Enforcement and Investigative Skills Certificate</i> or <i>Bylaw Enforcement Officer 1 Certificate</i>
III	37+ months in position	AND	<i>Level 2 Bylaw Enforcement and Investigative Skills Certificate</i> or <i>Bylaw Enforcement Officer 2 Certificate</i>

## 8. Remuneration

Wage, terms, and work schedule are as indicated in the Town of Golden and CUPE Local 2309 Collective Agreement and applicable Letters of Understanding.

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This Job Description is hereby accepted under the terms and conditions stated above, replacing any and all previous versions as of this \_\_\_\_ day of \_\_\_\_\_, 2016.

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Jon Wilsgard  
Manager of Corporate Services  
Town of Golden

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David Hedges  
President, Local 2309  
CUPE

*A job description cannot predict every eventuality that may occur in the work place. This document is therefore general in nature, may not account for duties that may occasionally be required of the staff member performing the job, and is subject to change pending authorized approval.*