



## JOB DESCRIPTION

<b>Title</b>	Bylaw Enforcement Officer I	<b>Pay Grade</b>	09 Inside
<b>Department</b>	Development Services	<b>Location</b>	Municipal Hall
<b>Supervisor</b>	Director of Development Services	<b>Reviewed</b>	April 2024

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### Nature and Scope of Work

Reporting to the Director of Development Services, the Bylaw Enforcement Officer I assists the Bylaw Enforcement Officer II by responding to public enquiries. This high-profile position requires a large amount of public interaction and the ability to build and retain positive relationships between the community and the District. The position educates, investigates and enforces as necessary to assure compliance with municipal bylaws, regulations and other provincial acts.

### Duties

1. While maintaining a positive relationship in the community, receives, investigates, and resolves public complaints concerning violations of municipal bylaws, regulations, other acts and municipal agreements. Reports any customer service issues to their supervisor.
2. Provides professional customer service to telephone, written, and in-person inquiries regarding municipal bylaws and directs non-municipal enforcement inquiries to the appropriate external agency.
3. Protects the confidentiality of individuals, including personal records and information.
4. Creates and maintains physical and electronic municipal records in accordance with District bylaw enforcement administrative requirements. Maintains and updates file information for the District's internal tracking software for bylaw enforcement files. Acts as an internal key department staff resource during the implementation of any new software, process or system upgrades within the Development Services department.
5. Represents the District of Summerland at all times, by building positive relationships in the community and providing education and awareness regarding compliance with municipal bylaws and policies.
6. Issues municipal tickets and bylaw notices for bylaw offences, prepares the full written documentation of bylaw penalty clauses including court ready documentation and fines. Reports to RCMP any infractions of provincial statutes or the criminal code where arrest or other actions are necessary.
7. Prepares and submits evidence, appears as a District witness or prosecutor in court and adjudication proceedings related to municipal bylaws, provincial statutes, regulations or other acts. Provides appropriate information to provincial authorities and law enforcement agencies.
8. Inspects sidewalks in front of properties to ensure that they have been cleared of snow and ice and/or trees overhanging public road right of ways. Serves notices to owners or occupants for non-compliance. Notes any damage or safety concerns and notifies the

appropriate department.

9. Co-ordinates and communicates with customers, internal staff, external contractors and consultants, regulatory agencies, etc. as required in the performance of work ensuring that the image of the District is portrayed in a very positive manner.
10. Provides recommendations and administrative support in planning, research and drafting new and necessary changes to enforcement policy and bylaws, including information gathering that forms part of the job as required.
11. Performs other related work as required.

### **Required Skills and Knowledge**

1. Considerable knowledge of municipal bylaws and familiarity with provincial statutes and regulations in order to enforce them appropriately and be able to provide interpretation to the public.
2. Necessary knowledge of the Community Charter, Local Government Act, National Building Code, Provincial Fire Code, Soil Conservation Act, Agricultural Land Reserve Act and the Criminal Code of Canada.
3. Necessary knowledge of Provincial Court procedures, Municipal Ticketing Information system, Bylaw Notice Enforcement, preparation of legal documents and reports and office and filing procedures, and ability to prepare and submit evidence to courts of law.
4. Ability to communicate in a courteous and tactful manner often in sensitive and /or conflict situations. Excellent oral and written communication skills and the ability to execute verbal and written instructions.
5. Fully conversant with Microsoft Office Suite (Outlook, Word, Excel, PowerPoint) and GIS software;

### **Required Qualifications**

1. Senior Secondary School graduation or equivalent.
2. Completion of the Justice Institute Level I Bylaw Enforcement Investigative Skills Course or equivalent.
3. Continuing education and the completion of professional development courses in the areas of municipal law and bylaw enforcement.
4. Minimum two (2) years related experience.
5. Ability to maintain confidentiality.
6. Ability to communicate (oral and written) in a courteous and tactful manner often in sensitive and/or conflict situations.
7. Demonstrated computer skills in Microsoft Office Suite (Outlook, Word, and Excel).
8. Superior organizational skills.
9. Valid Class 5 B.C. Driver's License.
10. Ability to pass and maintain an Enhanced Security Police Information Check.

### **Hours of Work**

1. Hours of work in accordance with the CUPE Collective Agreement – 40 hours per week. May be required to work evenings and weekends.