



JOB DESCRIPTION

Position	Bylaw Enforcement Officer II / Business License Inspector	Pay Grade	12 Inside
Department	Development Services	Location	Municipal Hall
Supervisor	Director of Development Services	Reviewed	October 2022

Nature and Scope of Work

Reporting to the Director of Development Services, the Bylaw Enforcement Officer II / Business License Inspector provides a balance of excellent customer service along with the ability to deal with confrontational matters with tact, diplomacy and confidentiality. While educating, investigating and enforcing municipal bylaws, regulations and other acts, or processing and responding to business licences applications and / or enquiries, this high-profile position requires an extensive understanding of the District's bylaws and regulations, and the ability to achieve compliance and build positive relationships between the community and the District.

Duties

1. Communicates with residents, contractors, property owners and licensees to build positive relationships, educate and explain bylaws and regulations and, in appropriate circumstances, facilitate resolution to obtain voluntary compliance.
2. Assesses initial bylaw complaints – receives, documents, assesses, prioritizes and responds to telephone, written and/or in person bylaw-related enquiries and complaints from the public, businesses, District staff, other government agencies and external groups.
3. Conducts investigations – research building plans, licenses, titles; interprets legislation, regulations, policies, and procedures, identifies sources of evidence, develops operational plans, secures and documents evidence to support enforcement and/or charges.
4. Conducts legal processes – determines compliance or enforcement actions and the need for follow-up inspections; records enforcement or inspection issues, serves legal notices, summonses & subpoenas, issues stop work orders, conduct charge approvals for bylaws, issues Bylaw Enforcement Notices under the Bylaw Dispute Adjudication Process, or municipal ticketing (MTI), and prepares Council reports as required.
5. Initiates/prepares Bylaw Dispute Adjudication Process and MTI prosecution actions as needed; provides appropriate information to provincial authorities and law enforcement agencies; appears and presents evidence in court when required.

6. Prepares and submits evidence according to established rules of evidence and investigative techniques; writes reports, letters, court documents and information for provincial authorities and law enforcement agencies; appears and presents evidence as required.
7. Conduct Inspections of properties (including nuisance, weeds, businesses, etc.), and interviews complainants, alleged offenders, witnesses, and other persons to determine the facts of alleged infractions or incidents; takes statements including from minors.
8. Replies to inquiries regarding business licences; processes license applications and issues licenses following appropriate circulation and approval; conduct routine inspections for compliance; coordinate collection of outstanding licenses and fees.
9. Patrols District roadways, properties, parks, trails, and trailheads to identify, pre-empt and resolve bylaw problems - report property damage or hazardous situations (ie: abandoned vehicles, damaged or missing traffic signs, sidewalk clearing, graffiti, etc.).
10. Monitors complaints governed by the Animal Control bylaw and ensures proper and appropriate action is being taken by supervising Animal Control contractors to ensure that contract requirements are being met and the bylaw properly enforced.
11. Conduct administrative duties; keeps accurate patrol logs and maintains various confidential service records and documents; compile statistics; assist with policies, procedures and budgets; issue and enforce business licenses; assesses bylaw notice disputes and draft bylaws.
12. Is responsible of actively managing the short term rental (STR) enforcement program for the District. This includes managing the STR enforcement contract, following up with active listings without a licence, dealing with nuisance issues of STRs, and progressively working towards the licencing of all active STRs in the community.
13. Assists the Finance department by performing a small number of meter reads when required.
14. Performs other related duties as required.

Required Skills and Knowledge

1. Sound knowledge and previous experience interpreting and enforcing municipal bylaws, regulations, provincial statutes and applicable rules to interpret to the public and support enforcement.
2. Ability to prepare concise, factual reports, and maintain confidential records.
3. Demonstrated knowledge of Provincial Court and adjudication procedures, Bylaw Dispute Adjudication processes, MTI, and the legality of various types of evidence.
4. A combination of experience and training with field investigation and rules of evidence.

5. Experience in extensive public interactions and communication which requires the exercise of sound judgement, independence of action, with a considerable degree of tact and diplomacy.

Required Qualifications

1. Senior Secondary School graduation or equivalent.
2. Completion of the Bylaw Enforcement Investigative Skills Course certifications - Level I and Level II.
3. Continuing education and the completion of advanced training in the areas of municipal law and bylaw enforcement such as zoning or building regulations, Freedom of Information legislation, investigative skills, scenario-based instruction, etc.
4. Minimum (5) years in a Bylaw Enforcement or Peace Officer role, or related experience.
5. Ability to maintain confidentiality.
6. Communicates (verbal and written) in a courteous and tactful manner, often in sensitive and/or conflict situations.
7. Previous experience writing reports and memorandums to Council.
8. Demonstrated computer skills in Microsoft Office Suite (Outlook, Word, and Excel).
9. Superior organizational skills with the ability to work on several concurrent tasks with timeline pressures.
10. Valid Class 5 B.C. Driver's License with a clean Driver's Abstract.
11. Ability to pass and maintain a Police Information Check, including the vulnerable sector.

Hours of Work

1. Hours of work in accordance with the CUPE Collective Agreement – 35 hours per week. May be required to work evenings and weekends.