



JOB DESCRIPTION

Title	Bylaw Enforcement Officer I	Pay Grade	09 Inside
Department	Corporate Services	Location	Municipal Hall
Supervisor	Director of Corporate Services	Reviewed	January, 2026

Nature and Scope of Work

Reporting to the Director of Corporate Services, the Bylaw Enforcement Officer I processes and responds to public enquiries and complaints to the District's bylaws. 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.
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. Reports any customer service issues to their supervisor.
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. Prepares departmental internal and external correspondence for supervisors or own signature.
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. Provides Screening Officer with requested information with regards to violation ticket appeals, including officer statements, time stamped photos and other applicable evidence.
8. 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.
9. Enforces all District Bylaws and Regulations in accordance with aforementioned regulations; inclusive but not limited to; patrolling parking, inspecting sidewalks, and enforcing of short term rental regulations, as few examples.

10. 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.
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, and other relevant Provincial and Federal Legislation.
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 including Ability to tactfully communicate with individuals that may be affected by mental health and substance use or are experiencing homelessness.
5. Excellent oral and written communication skills and the ability to execute verbal and written instructions.
6. Ability to draft and write business correspondence such as reports, letters, emails, and memos that demonstrate an understanding of proper sentence structure, grammar and professionalism.
7. Fully conversant with Microsoft Office Suite (Outlook, Word, Excel, PowerPoint) and GIS software;
8. Ability to maintain confidentiality.
9. Superior organizational skills.

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. Valid Class 5 B.C. Driver's License.
6. Ability to pass and maintain a Vulnerable Sector and Enhanced Security Police Information Check.
7. Bylaw Officer Protective Force Training is considered an asset.

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.