



DISTRICT OF COLDSTREAM

JOB DESCRIPTION

POSITION: **Bylaw Compliance Officer**

REPORTS TO: Director of Corporate Administration

SUPERVISES: Nil

POSITION SUMMARY

Under the supervision of the Director of Corporate Administration or designate, the incumbent provides Bylaw Compliance services, including receiving complaints, interpreting bylaws, investigating in a fair non-partisan manner, issuing warnings or tickets, maintaining of all records, and resolving complaints, for the District of Coldstream in a professional, tactful, courteous manner while interacting with members of the public, Council and staff.

REQUIRED EDUCATION, KNOWLEDGE, ABILITIES AND SKILLS

- Grade 12 or equivalent
- Level 1 of the Bylaw Compliance, Enforcement and Investigative Skills Certification from an accredited institution
- Two (2) years experience in bylaw compliance or related field
 - Or a combination of training, skills and experience and a willingness to obtain any necessary training as determined by the District
- Valid BC class 5 Driver's License and driver's abstract acceptable to the District
- Provide and maintain a satisfactory RCMP Criminal Records Check
- Ability to learn District and departmental bylaws, regulations, policies and procedures
- Ability to communicate in a courteous, tactful and diplomatic manner
- Ability to deal with difficult persons and defuse agitated individuals
- Ability to prepare written reports
- Knowledge of Bylaw Enforcement Notice (Ben) Act and Regulation and the Municipal Ticketing Information (MTI) System, Municipal Adjudication and Provincial Court proceedings
- Physical ability to perform the work in all weather conditions
- Ability to wear a prescribed uniform, and act in a manner that reflects the values and interests of the District
- Knowledge and aptitude for Microsoft Office Suite, Adobe PDF, software systems, and general office equipment
- Maintain membership in the Local Government Compliance and Enforcement Association (LGCEA)

PREFERRED EDUCATION, TRAINING AND EXPERIENCE

- Level 2 of the Bylaw Compliance, Enforcement and Investigative Skills Certification from an accredited institution
- Three - Five (3-5) years experience in bylaw compliance or related field;
- Familiarity with Esri Canada's 'CityWorks' software

ILLUSTRATIVE EXAMPLES OF DUTIES

- Receive and respond to complaints by investigating mitigating circumstances regarding the complaint, interpreting all laws, regulations and policies that affect the complaint
- Draft all correspondence and notices necessary and resolve complaints received relative to bylaws under the District's Bylaw Enforcement Notice (BEN) and Municipal Ticketing Information (MTI) bylaws
- Maintain detailed information and accurate records of all complaints, enforcement, evidence, and correspondence in the District's electronic bylaw enforcement database
- Issue violation notices and maintain accurate records of all notices issued, and determine whether unpaid violation notices are of sufficient nature to forward for further action
- Keep an accurate record of all BEN and MTI tickets books received, issued and on hand
- Ensure that sufficient stock of pre-printed forms are available to use
- Recommend improvements to bylaw enforcement procedures, bylaws, policies, forms, signage, processes and procedures in relation to solving reoccurring bylaw issues where required or deemed necessary
- Ensure that all forms, bylaws and procedures recommended for implementation are acceptable to government agencies and District legal counsel prior to reading and adoption thereof by District Council
- Compiles annual progress reports and data
- Work closely with the local RCMP detachment and provide assistance and training when necessary for use of BeN and MTI tickets
- Work closely with contracted Animal Control Officers and provide assistance where necessary
- Assist with Parking Enforcement and seasonal Bylaw Compliance Officers by providing assistance and training when and where necessary
- Point of contact for Parking Enforcement and seasonal Bylaw Compliance Officers in the field, and advises the Director of Corporate Administration, or designate, of any concerns
- Act as District liaison with all governing agencies with respect to the laying of charges
- Provide detailed information to the Screening Officer in preparation for Bylaw Adjudication
- Assemble and secure evidence/court documentation and give evidence in Court and/or before Council as required
- Undertakes emergency training and assists as directed in supporting the District of Coldstream's emergency response mandate. Duties assigned during an emergency may differ from regular duties
- Completes work in compliance with all related policies, procedures, bylaws, and external statutes governing work (WorkSafe BC, Traffic Act, ect.)
- May be required to work outside normal working hours, including weekends, evenings and holidays, as requested by the Director of Corporate Administration
- Perform other related work as required