



JOB DESCRIPTION

Position Title

Bylaw Enforcement/Animal Control Officer

Position #

TBD

Standard Hours

35 hours per week

Position Type

Exempt, non-management

NOC Code

4423

Immediate Supervisor

Director of Corporate Services

Position #

TBD

Department

Corporate Services

Location

District Hall

Job Purpose

This position exists to support the Corporate Services department with promoting bylaw compliance for the District of Hope. Through positive community interactions, the Bylaw Enforcement Officer encourages civic responsibility and good neighbour practices as they relate to various infractions including but not limited to property maintenance standards, nuisance, animal control, noise, parking, traffic, business licence, land use, illegal dumping, litter, graffiti, and controlled substance bylaws currently in force.

Job Duties and Tasks

- Receive, respond, investigate, and respond to inquiries and complaints regarding alleged infractions of District of Hope bylaws;
- Conducts regular patrols throughout the District;
- Interprets relevant District of Hope bylaws, regulations, and policies to aid in providing advice and assistance to the general public, District departments, and other agencies;
- Investigate, collect and secure evidence, and prepare documentation with regard to untidy and unsightly premises, nuisance properties, and other bylaw offences;
- Issue warning notices, offence notices, and municipal tickets;
- Pickup or receive and impound all dogs running at large. Work cooperatively with the designated pound keeper and assist with the disposition of the dog;
- Maintain a computerized database to record all bylaw enforcement and animal control complaints;

- Prepare and submit monthly reports of all bylaw enforcement and animal control activities;
- Assemble and secure evidence and prepare documentation for Crown Counsel and give evidence in court;
- Liaise with and provide support to other District departments as well as other third-party agencies;
- Other related duties, as required.

Working Conditions

Physical

- Works in all weather conditions and temperatures including extreme cold and extreme heat;
- May be required to lift item/animal in excess of 50 pounds (lbs);
- Periods of prolonged sitting;
- Periods of prolonged standing;
- Periods of prolonged walking.

Psychological

- Periods of high pressure and stress;
- Dealing with confrontation;
- Direct interaction with the public.

Qualifications

Education

- Completion of grade 12 or equivalent;
- Completion of post-secondary education in Bylaw Enforcement Level 1 & 2, animal control, or other related programs;
- Managing aggressive dogs training, an asset.

Licenses and Certifications

- Possession of a valid class 5 driver's license;
- An acceptable driver's abstract;
- Satisfactory criminal record and vulnerable sector check.

Experience

- Experience with interpreting and enforcing municipal bylaws, animal control, or other relevant legislation;
- Experience dealing with people in difficult situations;
- Experience with court procedures, an asset.

Knowledge

- Of municipal bylaws and relevant provincial and federal legislation and regulations;
- Of the Court system, particularly around evidence, case processing, and testifying in court;
- Of safe work practices and procedures including the Occupational Health & Safety regulation as it relates to the position;
- Of diffusing difficult situations;
- Of general office equipment and software, and office practices and procedures.

Skills

- Exceptional customer service and conflict resolution;
- Effective written and oral communication;
- Using sound judgement;
- Using Microsoft Office suite of products including Outlook, Word, and Excel;
- Observation and problem-solving.

Abilities

- Ability to prioritize and re-prioritize effectively;
- Ability to work with minimal supervision;
- Ability to maintain impartiality and confidentiality;
- Ability to explain and interpret bylaws and regulations;
- Ability to remain impartial while displaying a fair yet firm approach to investigating complaints and enforcing bylaws and regulations;
- Ability to qualify to be appointed as a Bylaw Enforcement Officer;
- Ability and willingness to work a variety of shifts including days, evenings, weekends, and nights, based on operational need;
- Ability and willingness to work overtime, based on operational need.

Training Requirements

Required

- Workplace Violence Prevention;
- Workplace Hazardous Materials Information System (WHMIS);
- Working Alone.

Preferred

- Defensive Driving;
- Occupational First Aid – Level 2;
- Dealing with Difficult People/Conflict Resolution;
- Customer Service Training;
- Managing Aggressive Dogs.

Please note: Training may be conducted through external or internal means.

Job Description Qualification Statement

I have read this job description and can attest that I agree that I am capable and competent to undertake the duties and responsibilities as outlined above. I understand this position description is not intended to be an exhaustive list of qualifications, skills, efforts, duties, responsibilities or working conditions associated with the position. This position description is intended to convey information essential to understanding the scope, the general nature and level of work expected to be performed.

Employee Name

Signature

Date

This job description is an accurate statement of the positions assigned duties, responsibilities, and reporting relationships.

Supervisor Name

Signature

Date

This job is in the appropriate format and contains sufficient data for the evaluation of the employee's performance as per the District of Hope's performance management plan.

Manager of HR & OHS

Signature

Date

This job description is an accurate statement of the positions assigned duties, responsibilities, and reporting relationships, is in the appropriate format and contains sufficient data for the evaluation of the employee's performance as per the District of Hope's performance management plan.

CAO

Signature

Date