

JOB DESCRIPTION

Job Title: By-law Enforcement Officer I
Department: Corporate Services
Division: Planning & Development, Legal Services, and Enforcement
Reports to: By-law Enforcement Supervisor
Supervises: None

POSITION OVERVIEW

Reporting to the By-law Enforcement Supervisor, the By-law Officer Enforcement Officer I, responsible for the enforcement of the Township's regulatory By-laws, through education and awareness, and when required, the issuance of warnings, violation notices and penalties. The By-law Officer Enforcement Officer I will conduct investigations and inspections, respond to complaints in a professional and timely manner and work to achieve voluntary compliance whenever possible, utilizing excellent customer service skills.

KEY DUTIES & RESPONSIBILITIES

- Responsible for the enforcement of the Township's By-laws, through education and awareness, and when required, the issuance of warnings, violation notices and penalties.
- Investigate complaints and conduct inspections and enforcement services under the Township's regulatory by-laws, development agreements and various permits and licenses.
- Respond to complaints and inquiries from the public, staff, outside agencies and other enforcement or inspection units regarding regulatory by-laws within required timeframes.
- Provide information and guidance to residents and business owners on regulatory by-laws.
- Maintain the Township By-law Enforcement Occurrence Tracker including all new occurrences, files under investigations, and closed files.
- Ability to attend quasi-judicial committee meetings outside of business hours as required.
- Utilize the Ministry of Transportation ARIS program.
- Collect evidence, obtain statements from witnesses, prepare and swear to informations, affidavits, subpoenas and summons and provide service.
- Follow up on investigations within established standards, issue tickets, summons and lay charges in accordance with the Provincial Offences Act.
- Testify as a witness for the Township at court, hearings or appeals.
- Prepare and issue enforcement notices, orders, tickets, etc.

- Prepare reports and correspondence regarding investigations or complaints, as required, and maintain complete and accurate records.
- Support management with setting fines in accordance with the Provincial Offences Act.
- Coordinate the enforcement aspects of the Township Dog Tagging Program and works collaboratively with the Customer Service team in utilization of the DocuPet system.
- Coordinate the kennel license applications including coordinating inspections with the applicable agencies.
- Coordinate Temporary Sign permit applications.
- Provide back-up support to the Municipal Building Official I for the coordination of Site Alteration permits in accordance with the Township regulatory By-law and applicable legislation.
- Provide assistance with the coordination of enforcement related Site Alteration permits and agreements.
- Work flexible schedule (including nights and weekends during peak seasons) – Based on an average of 35 hours per week.
- Provide on call support on evening and weekends.
- Provide back up for the Crossing Guard as required.
- Records management in accordance with TOMRMS and the Township's record management program.
- Perform additional duties and special projects as required.
- Participates in the Township's Training and Development Program and Annual Goal Setting Program as required.
- Be responsible to work in compliance with the Occupational Health and Safety Act and Regulations, the Township of Puslinch Occupational Health, Safety and Workplace Violence Policy and Procedures, as well as established industry guidelines.

SKILLS & QUALIFICATIONS

- Two (2) year diploma or certificate in law enforcement/ police foundations, law & security, justice administration, or other related discipline.
- 1-2 years' experience in by-law enforcement or a related field.
- Experience with the Ministry of Transportation ARIS program, is an asset
- Knowledge of municipal by-laws and Provincial Offences Act, Highway Traffic Act, Municipal Act, Ontario Building Code, Provincial Offences Act, Dog Owner's Liability Act and other pertinent legislation related to municipal by-law enforcement; and municipal bylaw enforcement processes and practices including court documentation and proceedings.
- Completion of the Municipal Law Enforcement Officers Association of Ontario – Part 1 Certificate, is an asset.
- Certification as a Certified Property Standards Officer (CPSO) with the Ontario Association of Property Standards Officer in Ontario and Certified Municipal Law

Enforcement Officer through the Municipal Law Enforcement Officers Association of Ontario, is an asset.

- Sound judgement, analytical and decision-making skills with the ability to work under pressure by multi-tasking and priority setting
- Demonstrated ability to communicate effectively with the public and a variety of other stakeholders, while maintaining composure, both verbally and in written form.
- Highly attuned customer service and conflict resolution skills are essential.
- Ability to act in a confident professional manner in a variety of situations, including providing evidence in court.
- Demonstrated skill with a variety of software applications and programs including MSOffice.
- Ability to exercise a high level of independence, however, must be able to work effectively in a team and interact with others.
- Valid Ontario driver's license, free of serious offences under the Highway Traffic Act and in good standing, as well as the ability to obtain a satisfactory Criminal Background check.
- Must be able to work on a variety of duties with frequent interruptions.
- Ability to handle matters of a confidential or politically sensitive nature, and to maintain confidentiality.

WORKING CONDITIONS

- General office and outdoor environment.
- Regular travel to conduct inspections to various Township sites.
- Regular exposure to emotionally charged and conflict situations.
- Must be able to work after hours when deemed necessary to meet deadlines and deal with crises.