



Centre Wellington

**Township of Centre Wellington
Position Description
Corporate Services**

Municipal Law Enforcement Officer

Department	Corporate Services
Position Title	Municipal Law Enforcement Officer
Reports To:	Manager of Legislative Services/Municipal Clerk
Location	Civic Administration Centre - Elora
Approved Date	January 2018

PURPOSE OF POSITION

Reporting to the Manager of Legislative Services/Municipal Clerk and with direction from the Chief Building Official, the Municipal Law Enforcement Officer will identify and investigate alleged municipal by-law violations; negotiate compliance through verbal and written communication and proceed with legal action in accordance with applicable legislation and regulations.

OVERALL SCOPE OF POSITION AND CONTROL OF CORPORATE RESOURCES

Overall Scope of Position

The Municipal Law Enforcement Officer enforces municipal by-laws, including carrying out inspections, conducting regular patrols and performing day-to-day enforcement activities relating to the Township's by-laws and regulations. This position resolves problems in a proactive way, strives to gain voluntary compliance and assists in mediating disputes between property owners.

Control of Corporate Resources

People [Human Resources]

Mentors technical and administrative staff. Provides advice, leadership and guidance.

Finance

Responsible for effective risk management, liability control and due diligence. Provides input into annual budget.

Material and Information

Responsible for proper use of documentation and equipment.

Major Responsibilities

- Provides information and interpretation of by-laws to Members of Council, staff, business representatives and the general public.
- Responds to complaints pertaining to by-laws, including but not necessary limited to; zoning, property standards, licensing, fencing by-law, sign by-law, etc., ensures the appropriate action is taken to resolve the matter or to enforce compliance with Township policies and procedures and applicable legislation.
- Assists with the administration of the Sign and Fill and Site Alteration by-law.
- Receives and resolves problems in a proactive way, strives to gain voluntary compliance and assists in mediating disputes between property owners.
- Performs field investigation of complaints and attempts to obtain voluntary compliance; laying charges when necessary.
- Collects, compiles and maintains evidence required for Court action and prepares court documents; liaises with internal and external parties for coordinated response to joint investigations. Attends court and gives evidence as required.
- Prepares reports and correspondence regarding status of investigations or complaints as required and maintains complete and accurate records of complaints in the computer system.
- Interprets by-laws and relevant legislation to determine non-compliance.
- Issues and serves notices, summonses and orders; conducts follow-up inspections to ensure compliance.
- Attends meetings as required.
- Develops a public education program and raising public awareness.
- Provides input, conducts research, provides recommendations and support for the creation and amendments to programs, policies and by-laws and, as appropriate the establishment of set fines and short-form wording in accordance with the *Provincial Offences Act*.
- Maintains effective, co-operative and professional liaison with other Township staff, municipalities, enforcement agencies and other external organizations.
- Undertakes special projects and performs other duties as assigned, in accordance with departmental or corporate objectives and under the direction of the Manager of Legislative Services/Clerk and/or the Chief Building Official.
- Carries out all duties and responsibilities using due diligence and complies with the *Occupational Health and Safety Act*.
- Maintains current knowledge of legislation and regulations, industry trends, by-laws, standards and principles.
- Maintains skills and knowledge at a high level by taking training and development through courses, seminars, workshops and selected reading.
- Collaborates with Planning & Development Services, Infrastructure Services and Legislative Services in the research and enforcement of by-laws.
- Champions the Township's Strategic Plan, Community Vision and Council goals/decisions and participates, as required, in special events and ceremonies that celebrate Centre Wellington.

- Performs other related duties assigned by the Manager of Legislative Services/Municipal Clerk.

Position Requirements

Education and Experience

- Formal academic training in Law Enforcement that includes a two year diploma/certificate in Police Studies/Foundations, Law & Security, Justice Administration or related discipline, or combination of education and experience in bylaw and licensing enforcement.
- 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 required or must be eligible for certification.
- Demonstrated experience of 3-4 years in progressive Municipal Bylaw Enforcement and Licensing positions or related enforcement experience (preferably in a municipal environment).
- Thorough working knowledge of the Provincial Offences Act, Highway Traffic Act, Municipal Act, Ontario Building Code and other pertinent legislation related to municipal by-law enforcement; and municipal bylaw enforcement processes and practices including court documentation and proceedings.
- Must possess a valid Class 'G' Driver's License and maintain a clean driver's abstract.

Job Skills

- Computer literacy utilizing Microsoft Office Suite (Word, Excel, Outlook, PowerPoint), etc.
- Ability to communicate, negotiate and mediate clearly.
- Excellent communication and interpersonal skills to effectively deal with demanding situations.
- Requires political sensitivity and dealings with confidential information.
- Strong work ethic and ability to work independently.
- Ability to adapt readily to rapidly changing demands and circumstances in a changing work environment.
- Ability to write reports and recommendations with respect to by-law issues and topics.

Effort

Mental

- Excellent time management, analytical and problem solving skills.
- Variety of duties with frequent interruptions. Mental, visual and/or aural concentration required when, investigating, taking notes or attending court.
- This position requires the application of established regulations, guidelines, methods or procedures and includes a choice of methods.

Physical

- Work may involve physically draining and exhausting activities which may include providing assistance in emergency response situations and be involved in physically dangerous and confrontational situations.
- Periods of sporadic sitting, standing, walking and climbing. May be required to lift items weighing over 20 kilograms.

Interpersonal Skills and Contacts

- Frequent contacts for investigations, discussions, often of a sensitive and confidential nature.
- Establishes and maintains strong work relationships with Members of Council and staff, notably Legislative, Building, Engineering and Public Works. Establishes courtesy and cooperation with administration and finance employees.
- External contacts include the general public, business community, OPP, Prosecutor/Crown Attorney, Provincial Offences staff, Emergency Services, Guelph Humane Society/Animal Control.

Working Conditions Environment

Municipal office conditions combined with off-site work involving exposure to abusive language and threatening behavior from the public in emotionally charged situations. Moderate risk involved with entry onto private property and dealing with angry or upset residents. Exposure to adverse weather conditions and physical hazards. Specific types of complaints may require patrol of areas under construction, uneven ground, and large properties. Work in compliance with the *Occupational Health and Safety Act*, WHMIS, applicable legislation, regulations, statutes, and departmental policies/procedures/practices and guidelines.

Control Over Work Schedule

35 hour work week, schedule may vary and include days, evenings, nights and weekends. May be required to work additional/flexible hours and respond to emergency calls as needed.