

BYLAW ENFORCEMENT OFFICER I

REPORTS TO: Senior Bylaw Officer
EXEMPT (Y/N): No
SALARY LEVEL: 1-11 (Under Review)

DATE: May 2023
DIVISION: Protective Services
DEPARTMENT: Planning and Dev Serv

Replaces: NEW

Date: May, 2023

SUMMARY: Under the supervision of the Senior Bylaw Officer, is responsible to investigate complaints arising from Sunshine Coast Regional District bylaws and regulations, facilitate resolution to obtain compliance, to prepare accurate reports, and to effectively handle confidential records.

KEY RESPONSIBILITIES *includes:*

1. Ensures appropriate responses are addressed arising from enquiries and complaints from businesses, the public, and other departments regarding applicable bylaws.
2. Investigates reported infractions and complaints including conducting on-site inspections of businesses and private properties to verify compliance with applicable bylaws.
3. Ensures that bylaw files are handled in a safe and practical manner with appropriate tact, diplomacy, and consideration.
4. Represents the division in various internal and external meetings, including those with the general public, providing interpretation, explanation and advice on related matters.
5. Ensures all relevant bylaw issues are accurately documented and that confidential records and filing systems are appropriately maintained.
6. Prepares a variety of reports and correspondence as required including the compilation of inventory lists and statistical data.
7. Liaises and coordinates the flow of information with the affected party or parties, other Regional District staff, legal counsel, Health Department staff and other government or regulatory agencies to resolve bylaw enforcement issues satisfactorily.
8. With assistance from the Senior Bylaw Officer and or legal counsel represents the Regional District in legal proceedings related to bylaw compliance.
9. Enforces the SCRD Dog Regulation and Impounding Bylaw to ensure the safety and peace of the general public and the well-being of the dogs.
10. To comply with, and promote, safe work practices and procedures to provide a safe and healthy work environment.

TYPICAL ACTIVITIES *includes:*

1. Responds to written complaints or enquiries from the public, staff or other agencies, providing information about obligations and regulations and applicable Bylaws to promote compliance and documents and writes letters and field reports for assigned complaints and issues.
2. Makes site inspections to establish the validity of the complaint, obtains all relevant background material, checks zoning and BC Assessment information.
3. Makes regular patrols for bylaw infractions, issues warnings or writes and serves Municipal Ticket Information (M.T.I.) and Bylaw Enforcement Notices for the party or parties involved to correct the non-compliance, and posts stop work orders on construction without building permits.
4. Assists the Senior Bylaw Officer with preparing and compiling applicable information, statistics,

annual reports and other data as deemed necessary.

5. Documents and writes letters and field reports for assigned complaints and issues.
6. Under the direction of the Senior Bylaw Officer, attends court proceedings, signs affidavits, and prepares background case information for Crown Counsel, Regional District legal counsel, and senior leadership on associated legal matters.
7. Controls, catches, and transports vicious and stray animals to the applicable impound.
8. Related other duties as assigned from time to time.

QUALIFICATIONS, EDUCATION AND EXPERIENCE

- Completion of Grade Twelve (12) or equivalent.
- Completion of Bylaw Compliance, Enforcement, and Investigative Skills 1 (BLAW-1000) & 2 (BLAW-1005) certificates, or equivalency, through a recognized institution such as the Justice Institute of BC, with preference given to supplementary completion of a BC Animal Control Bylaw Officer course.
- Minimum one (1) year of experience, preferably working in local government bylaw compliance and enforcement.
- An equivalent combination of education and experience may be considered.
- Valid BC Class 5 Driver's license.

OTHER SKILLS/KNOWLEDGE/INFORMATION

- Proficient with Microsoft Office Suite and able to handle data accurately and effectively in accordance with best practices in records management.
- Working knowledge of local government bylaws and policies with the proven ability to analyze, comprehend, and interpret laws and regulations from a compliance and enforcement perspective.
- Working knowledge of the methods and equipment used in the care and handling of dangerous and stray animals and a demonstrated ability to handle these animals.
- Demonstrable sound judgment and decision-making ability, employing appropriate tact and diplomacy in sensitive situations.
- Strong ability to effectively manage conflict situations, through the utilization of excellent verbal and written communication skills including active listening.
- May be required to work evenings and weekends in conjunction with a divisional approach to staffing, particularly in peak periods.