



BYLAW ENFORCEMENT OFFICER

JOB SUMMARY:

Under the direction of the Director of Protective Services or designate, this position involves inspectional and regulatory work related to enforcement of the bylaws of the District of Lillooet. There is extensive contact with the public and close liaising with the RCMP detachment and other relevant community agencies within the position's jurisdiction.

The position strives to implement a preventative system of bylaw enforcement, taking initiative where appropriate on apparent and known infractions before they trigger public complaints or procedural action, while also ensuring that complaints and compliance with municipal bylaws are dealt with in a firm yet tactful manner.

The position exercises independent judgment and action on most assignments, with more difficult problems and policy matters referred to and discussed with the supervisor. The position also researches and recommends changes to legislative and regulatory frameworks, bylaws, and policies. Good communication skills and demeanor are imperative in order to successfully work with the public and co-workers in a co-operative, professional manner, as a frontline representative of the District.

DUTIES AND RESPONSIBILITIES:

1. Enforce relevant District bylaws through both pro-active and complaint driven means.
2. Respond to inquiries and complaints from the public regarding regulatory matters in a timely and courteous manner and provide assistance to the public regarding compliance with all District Bylaws.
3. Impound and follow up procedural action of animals running at large.
4. Maintain a logical and orderly filing system.
5. Issue Municipal Ticket Information for District bylaw infractions.
6. Process tickets issued under the Bylaw Notice Enforcement Bylaw and Municipal Ticketing Information System (MTI), meticulously from issuance through to, and including collection.
7. Wear apparel issued by the District and keep uniform in a neat and tidy appearance.
8. Collect evidence and documentation in a manner suitable for court processes.
9. Maintain notebook integrity (required for court).
10. Prepare, Register and Serve legal documents.
11. Prepare monthly and quarterly statistical reports as required and keep an accurate activity log.
12. Clean and maintain animal impoundment building as necessary.
13. Liaise and work with the RCMP, local veterinarian, and other agencies as appropriate.
14. Participate in bylaw updates by providing research and recommendations to a supervisor.
15. Perform other duties and responsibilities as required.

REQUIRED KNOWLEDGE AND SKILLS:

- Ability to work with the public in a courteous and tactful manner.
- Ability to prepare and keep records that are neat, accurate and organized.
- Ability to be confident when working within the legal process or court environment.
- Demonstrated experience in handling of animals, particularly dogs.
- Demonstrated ability to work independently with minimal supervision.
- Demonstrated sound judgment and a high degree of tactfulness and diplomacy at all times in dealing with customer complaints and difficult situations, including hostile individuals.
- Demonstrated experience in conflict resolution, investigation, and enforcement.
- Excellent written and oral communication and time management skills.
- Experience with data entry, word processing and data base entry into a PC Windows environment.
- Good working knowledge of Microsoft Office Programs including Microsoft Word, Excel and Outlook.
- Must be neat and tidy in appearance.

MINIMUM EDUCATION AND EXPERIENCE:

- **A valid Class 5 BC Driver's Licence or equivalent with a clean driver's abstract**
- **Completion of Grade 12 or equivalent**
- **Bylaw Enforcement and Investigative Skills Certificate - Level 1**
- **Must pass a criminal record check in accordance with the District of Lillooet policy**

PREFERRED LICENCES, CERTIFICATES AND REGISTRATIONS:

- Level 2 Bylaw Enforcement and Investigative Skills Certificate is an asset.
- Animal Control Basic Training Certificate
- Conflict Resolution training
- Current emergency first aid certificate or equivalent and working knowledge of WHMIS regulations and WorkSafeBC procedures.
- Knowledge of District of Lillooet Bylaws is an asset.

This description contains the elements necessary for the identification and evaluation of the job. It is not an exhaustive list of the duties to be performed.
