



CITY OF
PRINCE GEORGE

JOB DESCRIPTION

<u>JOB TITLE:</u>	BYLAW ENFORCEMENT OFFICER	<u>SCHEDULE:</u>	B
<u>DIVISION:</u>	BYLAW SERVICES	<u>PAYGRADE:</u>	14
<u>DEPARTMENT:</u>	PLANNING & DEVELOPMENT DEPARTMENT		

JOB SUMMARY:

Under general supervision, the incumbent is responsible for ensuring compliance with Municipal Bylaws and assisting in ensuring the City of Prince George is a safe and livable community for all residents and visitors. The work involves receiving and investigating complaints, applying and explaining requirements of bylaws, taking action to achieve compliance of violators including verbal and/or written notice or laying charges by summons, ticketing or injunction. The incumbent also patrols various parks and trails and ensures corrective action is taken for any bylaw infractions. Bylaw Officers play a key liaison role with various City departments, the RCMP, provincial government bodies and other regulatory agencies. There is additional responsibility for participating in drafting amendments to City Bylaws, and preparing and maintaining reports and records as required. The work can be detailed and complex and the incumbent must exercise considerable independent judgment in dealing with complaints. The incumbent is required to work outdoors in all weather conditions and is required to wear City-issued uniforms and outerwear. The position is required to work outside of traditional working hours and must be available for stand-by call-outs after hours and on weekends.

MAJOR RESPONSIBILITIES:

Under the general supervision of the Manager, Bylaw Services:

Ensures compliance with the bylaw regulations by:

- receiving, attending and investigating complaints from the general public regarding alleged municipal bylaw infractions;
- proactively monitoring and responding to concerns of downtown safety and cleanliness;
- assisting City divisions and departments in the enforcement of municipal bylaws, including the detecting and investigation of infractions;
- conducting patrols by vehicle, bicycle and on foot in an attempt to detect bylaw infractions;
- performing physical patrols of parks and trails to monitor park activities, and reporting on bylaw infractions and other non-permitted park activities;
- notifying non-permitted park users of bylaw infractions and recording problem activities with the use of a camera, notepad or other means as required;
- redirecting inappropriate behaviours and actions, and ensuring corrective action is taken;
- investigating nuisance complaints of all types;
- supporting a safe recreational environment by effectively dealing with homeless, transient and non-permitted users;

- advising bylaw violators, by written notice or verbal communication, of the nature of the bylaw offence;
- negotiating with violators in an attempt to gain voluntary compliance with bylaws and, if unsuccessful, taking such action as may be authorized within City bylaws to gain compliance;
- initiating and preparing the necessary court documents and files for prosecutions of bylaw infractions;
- receiving notice of disputed Municipal Ticket Infractions, coordinating supporting evidence and scheduling court dates;
- prosecuting and presenting routine Municipal Ticket Infractions in court;
- preparing research, laying charges and giving evidence in court;
- advising appropriate City divisions and/or outside agencies of bylaw infractions or changes in operations of businesses and recommending suspension or cancellation of licenses in appropriate circumstances;
- serving notices on behalf of the City as required;
- inspecting construction sites and business premises to ensure they are licensed to operate in accordance with related bylaws and statutes;
- liaising with the RCMP, provincial government agencies and other City departments regarding the enforcement of regulations within their jurisdiction;
- assisting the RCMP in the enforcement of municipal bylaws;
- researching, preparing and presenting a variety of reports as required;
- participating in drafting amendments to City bylaws as assigned; and
- performing related duties as required.

Provides efficient customer service by:

- interacting with business representatives and reporting this information back to appropriate City divisions;
- receiving and handling general inquiries regarding bylaws;
- interpreting and explaining bylaws, regulations and statutes to concerned parties, and assisting them in completing applications for permits;
- furthering public education and awareness by providing information concerning bylaws, rules and regulations to the public and directing inquiries where appropriate; and
- participating in safety audits, park watch programs and other related initiatives.

QUALIFICATIONS:

Education: Completion of Grade 12. Completion of Bylaw Enforcement and Investigative Skills Certificate Program, Level 1, through the Justice Institute of BC or equivalent program. The successful candidate will be required to obtain the Level 2 Certificate within 24 months of hire. Formal training in conflict resolution techniques.

Experience: A minimum of two years' experience in a regulatory environment. Experience with paralegal/court and investigative procedures, as well as interpretation and/or enforcement of laws, regulations, or bylaws. Experience as a Peace Officer is an asset.

Knowledge and Skills: Considerable tact, diplomacy and persuasive ability in dealing with the general public, representatives of external agencies, and other City employees. Ability to display mature and sound judgment in deciding appropriate course of action, often in difficult situations. Ability to effectively and rationally deal with verbally abusive or hostile individuals. Considerable knowledge of appropriate bylaws, legislation and regulations. The ability to openly and respectfully communicate in a manner that promotes understanding in both verbal and written form. Discretion in handling confidential matters. Ability to establish and maintain cooperative working relationships with other City employees, external businesses and their employees. Sound knowledge related to detailed evidence collection, documentation and reporting. Excellent time management and organization skills, and the ability to effectively handle a demanding workload. Strong customer service orientation. Ability to comprehend and follow both verbal and instructions, and establish written operational policies and procedures. Ability to work within a proactive team environment. Exceptional ability to self motivate and to function with minimum direction and supervision. Ability to handle multiple tasks and projects, and effectively meet deadlines. The ability to organize and maintain a system of records. Good health and sufficient physical stamina to perform required duties. Good knowledge of City streets and area. Considerable knowledge and demonstrated expertise with MS Office software programs. Knowledge of WorkSafe BC regulations, occupational hazards and safe work procedures as it relates to the position, including but not limited to: bullying and harassment, working alone and other significant hazards.

Valid BC Driver's license:

Vehicle Usage:

Police Information Check:

Valid BC driver's license – full privilege Class 5

Yes. City owned vehicle. Clean Driver's abstract.

Yes. As a condition of employment, the incumbent must be able to obtain and maintain a clear RCMP Reliability Status.

Prepared by:

Date Prepared:

Date Revised: November 2014

Revised by: Bourret

Date Revised: November 2019

Revised by: F. Crittenden