



JOB DESCRIPTION

<u>JOB TITLE:</u>	BYLAW ENFORCEMENT OFFICER 1	<u>SCHEDULE:</u> B
<u>DIVISION:</u>	BYLAW SERVICES	<u>PAYGRADE:</u> 10
<u>DEPARTMENT:</u>	PUBLIC SAFETY	(UNDER REVIEW)

JOB SUMMARY:

The incumbent assists the Bylaw Services Division in ensuring compliance with Municipal Bylaws and in ensuring the City of Prince George is a safe and livable community for all residents and visitors. The incumbent is assigned to work as part of the team assigned to the downtown core, the main focus of which is to proactively respond to concerns related to public safety and cleanliness and ensure the security of City facilities and parkades. The work involves receiving and investigating bylaw 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. Responsibilities also include proactively monitoring and responding to concerns of downtown safety and cleanliness, and responding to burning and water/sprinkling complaints. The work is differentiated from that of a Bylaw Enforcement Officer 2 by the more routine nature of complaints and infractions that are assigned. The physical demands of the position require intense concentration and the use of all senses in assessing hazardous situations as well as moderate standing and walking. Working conditions vary between a standard office environment to an outdoor environment with exposure to all weather conditions. The incumbent may be subject to written and verbal criticism, abuse and threats from members of the public during the course of their duties. The incumbent is required to wear City-issued uniforms and outerwear. The position is required to work outside of traditional working hours. Performs related duties. Subject to modified Schedule D hours.

MAJOR RESPONSIBILITIES:

Under the general supervision of the Manager, Bylaw Services:

Assists in ensuring a safe community by:

- proactively monitoring and responding to concerns of public safety and cleanliness.
- receiving, attending and investigating complaints from the general public regarding alleged municipal bylaw infractions;
- performing security checks of City facilities and parkades, and downtown public spaces, and taking appropriate corrective action to deal with security concerns;
- assisting City divisions and departments in the enforcement of municipal bylaws, including the detecting and investigation of infractions;
- redirecting inappropriate behaviours and actions, and ensuring corrective action is taken;
- responding to burning and water / sprinkling complaints;
- responding to general inquiries regarding bylaws;
- conducting patrols by vehicle, and on foot in an attempt to detect bylaw infractions;

- working with violators to facilitate voluntary compliance with bylaws and, if unsuccessful; taking such action as may be authorized within City bylaws to gain compliance;
- maintaining various records related to the work;
- serving notices on behalf of the City as required;
- liaising with internal and external customers regarding the enforcement of regulations within their jurisdiction;
- interacting with business representatives and reporting this information back to appropriate divisions within the City;
- furthering public education and awareness by providing information concerning bylaws, rules and regulations to the public;
- directing inquiries where appropriate and assisting customers to complete permit applications; 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, security response, and other related initiatives; and
- supporting marginalized individuals with information related to various services available in the community.

QUALIFICATIONS:

Education: Completion of Grade 12. Completion of Bylaw Enforcement and Investigative Skills Certificate Program, Level 1, through the Justice Institute of BC. Formal training in conflict resolution techniques and customer service. A valid WorkSafe BC Occupational First Aid (OFA) Level 1 certification is considered an asset. If no OFA Level 1 certification, the incumbent will be required to complete this training within six (6) months from date of hire.

Experience: A minimum of one (1) year of experience dealing with the public interpreting policies, rules and regulations and applying them to gain compliance. Previous experience preparing documentation and keeping records suitable for court processes. Previous in person (or face-to-face) experience dealing with hostile situations and individuals.

Knowledge and Skills: Ability to deal courteously, tactfully and diplomatically with members of the general public as well as internal and external customers. Demonstrated ability to effectively and rationally deal with verbally abusive or hostile individuals and to effectively diffuse such situations. Demonstrated cultural awareness, situational awareness and sensitivity. An understanding and demonstrated ability to deal effectively and compassionately with marginalized persons and individuals with mental health and addiction issues and sufficient knowledge of community support services available to these individuals. Knowledge of bylaws, legislation and regulations. Good knowledge of City streets and area. Sound knowledge related to detailed evidence collection, documentation and reporting. Ability to prepare and organize

written material. The ability to openly and respectfully communicate technical information in a manner that promotes understanding in both verbal and written form. Ability to read and follow detailed oral and written instructions. Discretion in handling confidential matters. Demonstrated judgment, decision-making and problem solving abilities. Ability to establish and maintain cooperative working relationships with other City employees, external businesses and their employees. Ability to function with minimum direction and supervision. Excellent time management and organization skills. Strong customer service orientation. Ability to work within a proactive team environment. 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:	Yes. Full-privilege Class 5.
Vehicle Usage:	Yes. City owned vehicle. Clean Driver's Abstract.
Police Information Check:	Yes. As a condition of employment, the incumbent must be able to obtain and maintain a clear Police Information Check for offenses related to the position.
Baseline Hearing Test:	Yes.

Prepared by:	C. Peters, S. Young
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Revised by:	C. Peters/L. Hemsall