



# Municipal Enforcement Officer – Job Description

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## Title

Municipal Enforcement Officer (Bylaw Officer)

## Reports To

Chief Administrative Officer (CAO)

## Summary

The Municipal Enforcement Officer (MEO) is an out-of-scope position that is responsible for enforcing municipal bylaws and providing public education services in order to ensure the protection of residents, property, and employees. Through the course of their duties, the MEO will be required to respond to complaints, investigate appropriately, issue fines as required, participate in court proceedings and follow law enforcement policies and procedures. Responsibilities also include administrative tasks such as the creation and maintenance of records, preparation of associated reports, prepare for court, participate in the review of bylaws, and propose and manage the Municipal Enforcement budget.

The MEO also provides Animal Control, and Emergency Measures support services, and facilitates the Province's Fine Options and Community Services programs.

## Core Competencies

- Accountability & Dependability
- Coaching & Mentoring
- Strong Communication
- Creative & Innovative Thinking
- Decision making & Judgement
- Development & Continual Learning
- Enforcing Laws, Rules & Regulations
- Ethics & Integrity
- Mathematical Reasoning
- Negotiating & Mediating
- Planning & Organizing
- Problem Solving
- Providing Consultation
- Quality Orientation
- Research & Analysis
- Stress Management
- Teamwork
- Time Management

## Job Duties

- A. Facilitate public relations and promote public safety in order to reduce the incidences of accidents, emergencies, and bylaw infractions including the provision of safety awareness programs for schools and community organizations
- B. Be knowledgeable of all applicable Town Bylaws, and other government Acts and regulations
- C. Conduct regular patrols throughout town to ensure citizen safety and bylaw compliance
- D. Respond to complaints from local citizens and businesses
- E. Enforce bylaws through:
  - discussing bylaw requirements with involved parties and attempting to reach an understanding and obtain voluntary compliance with the bylaw
  - issuing Tickets and Orders

- correcting problems when Orders are not obeyed by arranging for required work to be done and invoicing the property owner.
- F. Conduct bylaw offence investigations when required, ensuring evidence is gathered and stored in an appropriate and legal manner to prepare for court proceedings
- G. Appear in court and give testimony related to the prosecution of bylaw offenders
- H. To assist the RCMP and other government agencies at times when requested, under the authority of the CAO
- I. Provide crowd and traffic control as required, as well as road and sidewalk closures
- J. Complete administrative tasks as required, including:
  - Maintaining detailed records of incidences, bylaw infractions, permits, etc.
  - Preparing reports for presentation to the CAO, council, and court
  - Participating in the ongoing review and updating of Town Bylaws
  - Participate in the preparation and execution of the budget
- K. Animal and rodent control duties, including:
  - Maintaining the Animal Pound and any animals impounded therein
  - Being familiar with applicable Bylaws and Acts
  - Responsible for responding to complaints regarding animals, including but not limited to capture and impoundment
  - Overseeing rodent control contractors
- L. Emergency Measures Organization duties, including:
  - Maintenance and updating of the Emergency Response Plan as part of an appointed committee assuring that the Plans coordinate appropriately with local, provincial, and federal regulations
  - Liaison with provincial coordinator
  - Develop and implement individual and community-wide procedures for emergency response, including training and mock exercises in relation to established emergency plans
  - Ensure EMO supplies are available and stocked at the EOC
  - Coordinate post-emergency debriefings and report preparation
- M. Facilitate the Fine Options and Community Services programs including administration, co-ordination, monitoring, communications, and reporting with the agencies and the clients

## Requirements

- High school diploma or GED
- Valid driver's licence with a clean driving record
- A clean Police Record and Vulnerable Sectors check
- Strong communications skills including:
  - Ability to establish and maintain effective working relationships with other Town staff, Council, other governmental and regulatory officials, private and community organizations, developers, contractors and others encountered in the course of work
  - Solid negotiation and conflict resolution skills
  - Ability to assign and delegate to volunteers
  - Public speaking skills for group presentations and crowds
  - Effective working skills of MS Word, Excel, and e-mail
  - Written skills for preparing incident reports, management reports, public awareness notices, etc.
- Excellent organizational, strategic, planning, and implementation skills.
- Knowledge of self-defence and the ability to deal with physical situations and physically control others when necessary
- An understanding of regulatory bylaws legislation, policies, procedures and rules

- Able to work independently, assessing personal safety and the safety of others at all times, and with confidence
- Able to work as a part of a team
- Understanding of the industry and area of service.
- Strong morals and ethics, along with a commitment to confidentiality and discretion
- Good organizational, time management, prioritizing skills, and a strong work ethic

The following are preferred, but not necessary requirements:

- Certificate, Diploma or a Degree in relevant field
- 3-5 years working experience in law enforcement, or associated field
- Current Standard First Aid certificate
- Strong working knowledge of the municipal and provincial court systems
- Knowledge of investigation and evidence gathering techniques, court processes
- Knowledge of training programs
- Knowledge of training techniques and methods
- Knowledge of public education and awareness programs
- Knowledge of emergency response techniques
- Knowledge of crowd and animal control techniques

## Work Conditions

- Driving and travel is involved
- Shift works and overtime may be required and/or working for extended hours. Should be available for work 7 days a week as required
- Exposure to the physical and psychological hazards inherent in natural and man-made disasters, and altercations with offenders
- Lifting or moving up to 50 lbs
- Manual dexterity required to use desktop computer and peripherals
- Required to sit at desk or drive for long periods of time
- May come into contact with hazardous goods, aggressive animals, and/or dangerous situations
- Will be exposed to outdoor conditions, including a variety of temperatures and inclement weather