

Township of Southgate

Job Description

Date of Update: February 11, 2022	By-Law Enforcement Officer
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Section A: Position Description

1) Position Identification

The purpose of this section is to determine your current position within the organization.	
Name:	Supervisor's Name: Bev Fisher
Job Title: By-law Enforcement Officer	Supervisor's Job Title: Chief Building Official & By-Law Enforcement
Standard hours of work per week: 40 hours per week On-Call on weekends	Eligibility to Group Insurance: Yes Eligibility to OMERS: Yes
Location of Position: Hopeville Office	Department/Division: Protection & Inspection
Employment Status: Full Time Salaried Position	Pay Band: 10

2) Scope of Position (A maximum of three sentences.)

Reporting to the Chief Building Official, the By-Law Enforcement Officer will be responsible for education, promotion and enforcement of all By-Laws passed under the Planning, Municipal Act, Building Code Act and any other applicable legislation & municipal by-laws in order to ensure the protection of persons and property to maintain a high living standard within the community.

Key Responsibilities	Tasks	Percent of Time
By-Law Enforcement	<ul style="list-style-type: none"> - Enforce all applicable laws, by-laws passed under the Planning, Building Code and Municipal Act related to noise, property standards and zoning compliance and applicable laws. - Receive and document all citizen inquiries and complaints. - Provide timely and appropriate response to inquiries and complaints, including gathering information, forwarding the complaint to the appropriate body, investigation and, if necessary, issuing written warnings, provincial offences notices, orders or other documents. - Follow-up on all ongoing investigations or outstanding orders. - Collect evidence to facilitate investigations including physical, photographic, written (witness statements), prepare charges, obtains and executes search warrant, serve legal documents and attend court to give evidence. - Encourage voluntary compliance with legislation to resolve issues without the need for prosecutions and court action. - Attends joint site visits as required and ensures compliance with site plan control agreements. - Maintain occurrence database reports, document and investigate complaints and inquiries. - Negotiates and mediates a resolution to gain compliance. - Maintain confidentiality of all actions, records and discussions undertaken during the carrying out of the duties associated with by-law enforcement. - Supports the Police and other agencies in their investigations related to By-law Enforcement related issues. 	70%
Administrative and Research	<ul style="list-style-type: none"> - Keeps informed on relevant matters including new and amended by-laws, provincial legislation, related case law, regulations, practices and procedures. - Research and provide input into municipal By-laws and occasionally present to Council. - Attends courses, seminars, workshops and conferences, relating to changes in regulations and procedures. - 	20%

Key Responsibilities	Tasks	Percent of Time
Other	<ul style="list-style-type: none"> - Represents the Municipality when performing day-to-day duties (i.e. contact with public). - Responsible for the safe operation and timely maintenance of a municipal vehicle. - This position will be On-call for By-law Enforcement responsibilities for after-hours weekday and weekend responses on a rotational cycle. - Performs all other duties as assigned by Supervisor. - Operate as an employee within confines of Southgate policies and procedures. - Consider risk management, liability control and due diligence in all decision making related to inspections. - Responds to public enquiries in a timely manner 	10%

Section B: Skills

1) Formal Education and External Training

Highest level required	Specific Specialty or Degree? (List)
<input checked="" type="checkbox"/> High School <input type="checkbox"/> Vocational School <input checked="" type="checkbox"/> Community College	Complete a college program in law enforcement, law and security, police foundations and/or training through Municipal Law Enforcement Association or Ontario Association of Property Standards would be an asset or have equivalent work experience.
<input type="checkbox"/> University Degree	
<p><input checked="" type="checkbox"/> License or Professional Designation</p> <ul style="list-style-type: none"> • Valid "G" Driver's Licence • Certification as a Property Standards Officer or Municipal Law Enforcement considered an asset. 	
<p>Is it a requirement of your job to keep "up-to-date" by reading or taking courses/seminars?</p> <p style="text-align: center;"> <input checked="" type="checkbox"/> Yes <input type="checkbox"/> No </p> <p>Discussion: Other Courses as required.</p>	

2) Required On-The-Job Training/Membership

Specific Internal Training	Months to Complete
- Municipal Law Enforcement Officers Assoc. Membership	Annually
- Other memberships as deemed required	As required
- Property Standards	Within One Year
- By-Law Enforcement	
- Part One	Within One Year
- Part Two	Within Two Years
- Part Three	Within Three Years
- Drone pilot training	Within One Year

3) Work Experience

Work experience as an enforcement officer	Minimum Years Required
	1 Year (or more without college/courses)

4) Other Key Skills:

<ul style="list-style-type: none"> - Good organizational skills. - Ability to schedule priorities and manage time. - Strong ability to work under pressure, manage multiple tasks/projects and function effectively in a high-volume workplace with constant deadlines. - Problem solving and conflict management skills. - Good communication and interpersonal skills. - Good report writing skills. - Good computer literacy skills. - Knowledge of applicable legislation and processes related to municipal enforcement and investigation.

5) Key Relationships (Contacts)

Internal Contacts	Frequency	Purpose	Method
Co-workers (my dept.)	Frequently	Keep things on track.	Verbal
Co-workers (other dept.)	Occasionally		
Supervisor (my dept.)	Occasionally		
Supervisor (other dept.)	Seldom		
Dept. Head (my dept.)	Occasionally		
Dept. Head (other dept.)	Occasionally		
Staff in other municipalities	Occasionally		
CAO	Occasionally		
Ratepayers	Frequently		
Children/Students	N/A		
Seniors	N/A		
Supplier	Seldom		
General Public (Not residence)	Occasionally		

Business representatives	Seldom		
Consultants, Engineers, Planners	Occasionally		
Conservation Authority	Occasionally		
Auditors	Occasionally		
Solicitors	N/A		
Funding Organizations	Seldom		
Government Officials	N/A		
Boards	N/A		
Council (your own)	Seldom		
Council (other municipalities)	N/A		
Media	N/A		
Ratepayers Groups	N/A		

Interpersonal skills:

- Extending common courtesy;
- Handling complaints and working cooperatively;
- Responding to basic needs and dealing with customer requests;
- Identifying issues and dealing with customer concerns;
- Resolving customer conflicts (minor);
- Advising;
- Negotiating and communicating in situations.

6) Decision Making

- Responsible for decisions concerning daily inspection activities.
- Ability to maintain periods of high concentration and intensity to interpret legislation, and be able to research and interpret regulations.
- Must be able to interpret "intent" of all by-laws.
- Good ability to exercise tact, discretion and confidentiality.
- Decision making involves applying rules fairly to all situations.

7) Problem Solving Responsibilities

- Must be able to determine if present condition meets all applicable by-laws
- Will work in accordance with established policies & procedures and in consultation with supervisor
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8) Equipment & Technology Utilized

- Computer.
- Drone

Section C: Responsibility

1) Program Delivery

- Administer and enforce relevant provincial regulations and municipal by-laws ensuring compliance with all applicable laws.
- Maintain good working relationships with property owners, the public and contractors, explaining requirements and promoting voluntary compliance with by-laws.

2) Impact and Accountabilities

- High potential for legal liability.
- Accountable to the CBO.

3) Supervision

Direct Subordinates – Job Titles	Number of Staff
Indirect Subordinates – Job Titles	Number of Staff
Administrative, Finance and By-Law Assistant	1
Provides training/instruction to others – Job Titles	Number of Staff

4) Material and Information Resources

- Maintain accurate information and files.
- Detailed documentation of By-law Enforcement complaints, investigation, verbal compliance orders issued, tickets issued and file records for follow-up and/or future compliance.
- Has access to private customer information of a confidential nature.

5) Financial Resources

- Responsible for issuing by-law enforcement fines

Section D: Working Conditions

1) Physical Environment

Rate the amount of each of the following working conditions that you are exposed to on the job from a scale of 1 to 5, where 1 represents no exposure, 3 represents some exposure and 5 represents continuous/regular exposure.

Condition	1	2	3	4	5
Sitting		x			
Standing			x		
Noise Exposure			x		
Adverse Temperature				x	
Pushing/Pulling	x				
Lifting/Carrying			x		
Dust			x		
Odors		x			

2) Health & Safety Hazards

- A portion of time spent outdoors and on construction sites with the enforcement of safe work practices and public safety.
- Working outside in all weather conditions; must be physically capable of working varying conditions.
- Potential for violence and harassment from the public.

Health and Safety Responsibilities

- Responsibility to work safely and follow rules, training, and discipline as required.
- Must conduct work in a safe fashion on a variety of environments and sites.

3) Travel

- 95% within the Township and 5% to external meetings, training and conferences.

4) Driving

- 40% of work time.

5) Mental Environment

- Frequently dealing with, ratepayers, general public, industry personnel, internal staff and management.
- Dealing with unhappy people and deadlines contribute to stress.

Section E: Effort

1) Mental Effort

- Being able to deal with the public in all situations.
- Ability to juggle and multi-task to get all assigned jobs done in a professional manner.
- Concentration, reading, accuracy, attention to detail.
- Making decisions related to By-law Enforcement compliance for the Township in consultation with the CBO for complex issues.

2) Physical Effort

- Physically capable of working in varying conditions – outdoors and on construction sites with the potential physical hazards.
- Being able to climb around rough terrain and ladders on job sites.

Section F: Additional Information

The Township of Southgate is an equal opportunity employer. Accommodations are available for all parts of the recruitment process. Applicants need to make their needs known in advance. This document can be made available in other accessible formats as soon as practicable and upon request.

Supervisor Comments

I have reviewed this job description with the employee and make the following comments.

Job Position: _____
Signature

Date Completed: _____

Supervisor: _____
Signature

Date Completed: _____

CAO: _____
Signature

Date Completed: _____