

BYLAW ENFORCEMENT OFFICER

Naturally, Campbell River - Located on Vancouver Island, surrounded by the ocean and majestic mountains, the City of Campbell River offers a rare combination of a welcoming small-town feel with large-city amenities. From summer markets and street events to an active arts and culture community to year-round, world-class recreational opportunities, the Campbell River lifestyle is unparalleled. We are a 45-minute drive from the winter and summer activities of Mount Washington, and just minutes from more than 100 km of all levels of mountain biking and hiking trails, plus easy access to the ocean, rivers and lakes for sports fishing, kayaking, paddle boarding and whale watching

In this **union role**, as part of the bylaw enforcement team, you will be performing administrative, inspectional, investigative and regulatory work related to the enforcement of bylaws, policies and regulations for the City of Campbell River. Working out of the City's Downtown Safety Office, you will be actively involved in community engagement and relationship building and will be responding to inquiries and complaints from the public in a professional and customer focused manner.

To be successful in this role, you will have:

- Exceptional communication, customer service and conflict resolution skills.
- Three (3) years of bylaw enforcement, policing and/or other regulatory enforcement experience.
- Level I and II Bylaw Compliance, Enforcement and Investigative Skills Training Courses from the Justice Institute of BC or equivalent training from a recognized training institute.
- Qualify to be appointed as a bylaw enforcement officer as per the BC Police Act.
- Valid BC driver's licence (must provide and maintain a clear drivers abstract.

Who you are!

- Diplomatic; you treat everyone with respect and dignity.
- Planner; you have a high level of organizational and prioritization skills.

The rate of pay for this permanent, full-time, CUPE bargaining unit position is **\$35.70 per hour** based on a 35-hour work week and includes a comprehensive benefits package.

Please see the attached for information on this exciting opportunity and to view a detailed job description that lists all the duties and necessary qualifications for this position.

This posting closes on Tuesday, May 24, 2022.

Please send your resume with covering letter, quoting **Competition EXT-22-44** to:



Email: careers@campbellriver.ca

Human Resources Department
City of Campbell River
301 St. Ann's Road
Campbell River, BC V9W 4C7

We thank all applicants, however, only those selected for interviews will be contacted.

BYLAW ENFORCEMENT OFFICER

Approval Date: August 2021**Department:** Bylaw IAFF CUPE Management**Title of Excluded Supervisor:** Director of Community Safety

General Accountability:

Purpose and Scope

Reporting to the Director of Community Safety and taking direction from the Senior Bylaw Enforcement Officer, working as part of the bylaw enforcement team, the Bylaw Enforcement Officer performs administrative, inspectional, investigative and regulatory work related to enforcement of specific bylaws. The incumbent coordinates investigations and assists other departments with their bylaw enforcement issues. The work involves considerable public relations contact and requires the exercise of independent judgment, action, tact and diplomacy within policy, regulation and bylaw limits. The work is reviewed by the Director of Community Safety for effectiveness of the City's enforcement operations.

Nature and Scope of Work

- Responds to public inquiries/complaints concerning bylaw infractions and violations. Investigates and processes these inquiries/complaints in a professional manner and takes appropriate action as required in accordance with the City's established policies and procedures and provincial legislation.
- Conducts regular productive patrols of downtown, City parks and public places.
- Investigates, conducts site inspections, enforces and gains compliance with the City's various regulatory bylaws including but not limited to: Public Nuisance, Traffic and Highway Regulation, Zoning, Building, Business Licensing, Sign, Parks, Environmental Protection and other regulatory bylaws.
- Coordinates all matters arising from the issuance of Municipal Ticket Informations including summons services and the recovery of outstanding fines through the court system.
- Interprets bylaws and regulations for the general public and staff. Assists other departments with the enforcement of regulations and bylaws as directed by supervisor.
- Provides assistance to and maintains liaison with a variety of internal and external contacts in their enforcement of regulations and bylaws as required.
- Coordinates the collection and recording of evidence for legal action; prepares documentation for legal proceedings; develops case management strategies and appears in court as a witness as required.
- Recommends regulatory bylaw amendments.
- Provides recommendations to reduce crime and disorder utilizing the Crime Prevention Through Environmental Design (CPTED) principles.
- Prepares reports and correspondence as required. Performs related work as assigned by immediate supervisor.

Necessary Qualifications

Knowledge:

- Thorough knowledge of relevant bylaws, regulations, procedures and practices.
- Thorough knowledge of safe work practices including working knowledge of occupational health and safety regulations.

- Thorough knowledge of court procedures and rules of evidence.
- Working knowledge of general office practices and procedures.
- Working knowledge of provincial statutes, regulations.
- Working knowledge of Microsoft Office software applications.
- Working knowledge of Crime Prevention Through Environmental Design (CPTED) principles.
- Basic knowledge of I-Map or other GIS mapping systems.

Skills:

- Exceptional customer service and conflict resolution skills.
- High level of organization and prioritization skills.
- Effective written and oral communication skills.

Abilities:

- Ability to investigate complaints and enforce bylaws and regulations with tact, diplomacy, impartiality and firmness.
- Ability to effectively respond to hostile individuals.
- Ability to explain and interpret bylaws and regulations.
- Ability to prepare and present evidence in court.
- Ability to work independent of direct supervision.
- General computer literacy.
- Ability and willingness to contribute to maintaining a respectful, safe and supportive work environment that embraces diversity, along with treating everyone with courtesy, dignity and fairness.

Education:

- Grade 12 or equivalent.

Training:

- Bylaw Compliance, Enforcement and Investigative Skills Level I & II Training Courses from the Justice Institute of BC or equivalent training from a recognized training institute.
- Must possess and maintain a valid BC driver's licence and provide and maintain a clear driver's abstract, as per City policy.
- Must qualify to be appointed as a bylaw enforcement officer as described in the BC Police Act.
- Conflict resolution training.
- Customer service training.
- Occupational First Aid Level 1

Experience:

- Minimum of three (3) years of bylaw enforcement, policing and/or other regulatory enforcement experience.

Unusual Working Conditions

- May be required to spend several hours on foot conducting enforcement patrols.
- May be required to work evenings and Saturdays as outlined in the Collective Agreement.

Signature of Incumbent: _____	Date: _____
Signature of Supervisor: _____	Date: _____