

Date: January 13, 2020

Job Title: Bylaw Enforcement and Licensing Officer

Reports to: Director of Planning and Development Services

Positions Supervised: N/A

Position Summary:

- Investigates complaints of bylaw infractions and enforces municipal bylaws and regulations
- Administers the business license program and conducts enforcement for various other licensing programs

Key Job Duties

Operations-Administration/Working Function:

- Bylaw administration and enforcement
- Business license administration and enforcement
- Maintains records of bylaw enforcement and business licensing actions
- Records and responds to inquiries and complaints from the public, outside agencies, and other District departments regarding bylaw issues
- Conducts follow up on complaints, issues recommendations and orders for remediation of violations, ensures compliance with directives
- Issues municipal tickets for bylaw infractions; gives evidence in court or adjudication hearings in defence of matters related to the administration of bylaws
- Conducts site inspections to verify compliance with applicable bylaws and regulations, notifies businesses and others about non-compliance, investigates and resolve complaints, issues warning notices and tickets or recommends further corrective actions
- Maintains a variety of manual and digital files such as plans and records of inspections, collection of unpaid violation tickets or unpaid fees
- Prepares monthly statistical reports on bylaw enforcement and licensing activities
- Carries out routine administrative and other office duties as required
- May be required to perform additional duties as assigned by supervisor
- Must be able to work evenings and weekends as required

Customer Service/Communications:

- Provides a variety of information and guidance to the general public with respect to District bylaws, regulations, and policies
- Provides a variety of information and guidance to the business community with respect to business licensing and inspections

Risk Management Health and Safety:

- Ensures respectful and safe bylaw enforcement standards are practiced
- Practices and adheres to Work Safe BC and District policies and procedures
- Ensures accurate and complete information is provided to the community, general public, and business owners

Leadership and Supervisory:

- Participates as a team member in the Planning and Development Services Department
- Liaises with other local enforcement agencies as required
- Represents the District of Peachland with the Southern Interior Bylaw Notice Dispute Adjudication system
- Ensures bylaw enforcement policies and procedures are being followed in accordance with District of Peachland Bylaw Enforcement Policy DEV-070
- Supervises part-time and/or seasonal bylaw enforcement contract staff, as necessary

Qualifications**Education/Certification/Experience:**

- High School graduation or equivalent
- Completion of recognized Bylaw Enforcement and Investigative Skills Certificate (i.e. Justice Institute Level I and II program, or recognized equivalent)
- Valid and unrestricted BC Class 5 drivers license
- Clean Criminal Record Check
- Minimum two (2) years relevant experience in investigation and/or law enforcement work, preferably in a unionized local government environment; or an equivalent combination of relevant education, training and experience.
- Considerable experience explaining bylaw provisions to the public, conducting detailed investigations, and collecting of information, evidence, fees, and/or witness statement. Knowledge of court procedures and municipal bylaws.
- 2 years of administrative experience or an equivalent combination, training and experience

Skills:

- Communicate effectively with the public, business community, contractors and developers, regarding bylaw enforcement matters, permits and licenses
- Develop and maintain effective workplace relationships
- Extensive knowledge of District bylaws (e.g. Business License Bylaw, Zoning Bylaw, Bylaw Notice Enforcement Bylaw, Good Neighbour Bylaw, etc.)
- Good written and verbal communication skills
- Ability to work with minimal direction and exercise good judgment
- Ability to exercise courtesy, tact, and diplomacy in sensitive situations, at times while facing unwarranted verbal abuse
- Interpersonal and conflict resolution skills to deal tactfully with the public
- Proficient in the use of computers and software programs (e.g. MS Office, Adobe Acrobat, Outlook, Vadim)
- Physically fit and able to perform physical tasks associated with site investigations, including working outside in all weather conditions