



Position Description MUNICIPAL LAW ENFORCEMENT OFFICER

Position Information

Position Title:	Municipal Law Enforcement Officer
Department:	Fire and By-law Department
Reports To:	Fire Chief/Director of By-law Enforcement
Hours of Work:	Monday to Friday office hours with occasional evenings and weekends
Date Completed:	January 21, 2020
Date Revised:	October 1, 2021

Reason for Submission

New Position:	
Change in Responsibilities:	
Other (specify):	Update of Job Description

Position Summary

The Municipal Law Enforcement Officer is responsible for investigating, administering, and enforcing the provisions of all municipal by-laws in a professional and timely manner. The position provides public education and awareness programs and services in order to ensure the protection of residents, property and employees utilizing excellent customer service skills.

Key Accountabilities

Identify the key areas of responsibility then for each area describe the accountabilities. For each area of responsibility provide the Key Performance Indicators (KPIs).

Accountability Description	Key Performance Indicators
Outreach: <ul style="list-style-type: none"> ▪ Develop and maintain a contact network of counterparts in other municipalities, technical representatives, animal control specialists, etc. for gathering of best practice information and investigation of the feasibility of shared services. ▪ Act as direct contact for individual residents, automobile owners, property owners, commercial/business interests in conducting enforcement activities. ▪ Provide continuous and helpful advice to residents regarding avoidance of violation 	<ul style="list-style-type: none"> ▪ Liaison with external network and regulatory officials/agencies.

<p>notices, basis of violations when given, discharging of fines, etc.</p> <ul style="list-style-type: none"> ▪ Represent the Township in legal and court proceedings. ▪ Promote compliance with municipal by-laws through public education. ▪ Liaise with agencies including but not limited to, Ontario Provincial Police, South Stormont Fire and Rescue, Ministry of Environment, Eastern Ontario Health Unit and any other agencies requesting assistance in regards to by-law calls and related infractions of Provincial Legislation. 	<ul style="list-style-type: none"> • Develops assorted educational materials to support educating Township residents.
<p>Operations:</p> <ul style="list-style-type: none"> ▪ Conduct day-to-day planning and scheduling of work including patrols, license/permit issuance, resident complaint response and follow-up, issuance of violation notices, logging of activities, report preparation, etc. ▪ Track the technical content and wording of By-Laws in the municipal sector pertaining to parking, permits/license issuance, animal control, property standards, signage and noise. ▪ Participate in the updating/revisions of Township By-Laws as necessary. ▪ Establish the work methods, procedures and practices regarding parking, permits/licenses, animal control, property standards, signage and noise enforcement, review and investigation of resident complaints and documentation of case files. ▪ Conduct parking patrols according to established procedures and schedules, and issue parking violations and log fines that are to be collected. ▪ Conduct monthly/quarterly patrols of residential and commercial properties and identify instances of property standard and signage violations, ensuring the issuance of warning notices, if not addressed within grace period of By-Law violation notices. ▪ 	<ul style="list-style-type: none"> ▪ Makes suggestions /recommendations to revise and update Township processes and By-Laws. ▪ Violations and complaints addressed in professional and timely manner. ▪ On-time distribution of violation notices. ▪ Is aware of situations and concerns in Township, provides suggestions, ideas to support improvements to reduce complaints and violations.

<ul style="list-style-type: none"> ▪ Investigate complaints of by-law infractions including site visits, witness interviews, consultation with property owner, notification of contravention. Follow up on each call to ensure compliance with by-laws. ▪ Provide written responses to all reported incidents related to By-law enforcement with implementation of corrective action as required, and in accordance with established procedures/guidelines. ▪ Provide technical resource for explaining/interpreting the provisions of the Township's various By-Laws and license / permit requirements to residents, Township Staff and Council. ▪ Collaborate with the Director of By-law Enforcement/Fire Chief in the development and implementation of a quality assurance program to maintain on-time, courteous and to standard delivery of by-law enforcement services. ▪ Exercise responsibilities under legislative authority of the Provincial Offences Act, Dog Owners Liability Act, Municipal Act 2001, Highway Traffic Act, Building Code Act, Planning Act and other legislation as required. ▪ Provide excellent customer service and responds efficiently to telephone inquiries, requests and concerns from the public, other staff and agencies. Assists with providing information to residents on by-laws. ▪ Issue documents including, but not limited to, Provincial Notices, Parking Infractions, Notices of Compliance, Fines and Orders. 	
<p>Administration:</p> <ul style="list-style-type: none"> ▪ Provide inputs to the Director By-law Enforcement/Fire Chief for the annual budgets (operating and capital) for the Department. ▪ Maintain an accurate daily log recording of complaints received, site visits, investigations of by-law infractions. Maintains up-to-date notes in case files. 	<ul style="list-style-type: none"> ▪ Provides timely support and assistance to Director and others as needed or is appropriate. ▪ Appropriate and timely complaint and violation reports.

<ul style="list-style-type: none"> ▪ Provide recommendations to the Director By-law Enforcement/Fire Chief regarding new/ revised policies and By-Laws covering municipal by-laws ▪ Prepare monthly/quarterly reports for the Director By-law Enforcement/Fire Chief, CAO and Council summarizing enforcement activities, fines issued, status of resident complaints etc. ▪ Comply with all Health and Safety requirements and Employee Code of Conduct and other Township Policies. 	<ul style="list-style-type: none"> ▪ On-time submission of monthly activity summary reports for Council. ▪ Is aware of and demonstrates the responsibilities and accountabilities of the Employee Code of Conduct. ▪ Demonstrates awareness of personal responsibility for Health and Safety and that of public and co-workers.
--	--

Knowledge, Skills & Experience

Identify the minimum education and experience required along with required and preferable skills.

Education	<ul style="list-style-type: none"> ▪ Post-secondary Diploma in Law Enforcement, , Justice Administration or a relevant field. ▪ Completion of By-Law Compliance Enforcement and Investigative Skills Level 1 or equivalent. ▪ Strong knowledge of law enforcement practices and procedures.
Experience	<ul style="list-style-type: none"> ▪ 4 years related experience in municipal law enforcement, field investigation or other relevant experience.
Skills	<ul style="list-style-type: none"> ▪ Excellent analytical and investigative skills. ▪ Excellent interpersonal, public relations and teamwork skills. ▪ Oral and written communication and organizational skills. ▪ Proficiency in the use of personal computer applications such as Outlook, Excel and Word.

Approvals:

The above statements reflect the general duties considered necessary to describe the principal functions of the job as identified and shall not be considered as a detailed description of all the work requirements that may be inherent in the position.

Approved By: _____
 Manager

Approved By: _____
 Chief Administrative Officer

Date: _____