



## **JOB DESCRIPTION**

**TITLE:** BYLAW ENFORCEMENT OFFICER

**DEPARTMENT:** Community Development

**LEVEL:** 10

**Position Last Evaluated: Dec 2014**  
**Job Desc. Last Updated: May 2020**

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### **JOB SUMMARY**

Under the general direction of the Manager, Bylaw Services, the incumbent investigates complaints from citizens, City departments, Council, and other government agencies with respect to alleged infractions of the City's regulatory bylaws and undertakes appropriate action to gain compliance by negotiation, Council, or Court.

### **TYPICAL DUTIES AND RESPONSIBILITIES**

1. Records, answers, investigates, and resolves complaints/inquiries received by phone or in person from the general public, Council, other City departments and other government agencies regarding alleged infractions of City bylaws.
2. Interprets laws, regulations, and policies with respect to complaints/inquiries and provides advice and assistance to the general public and other enforcement agencies and City departments.
3. Responds to complaints of drug squats, squatters, and other such issues, assesses situations including the physical and mental state of the individuals concerned, coordinates response with social/health agencies, police, and property owners where applicable, and secures removal of persons from property, ensuring safety of all parties involved. Provides advice to property owners to alter property to eliminate the occurrence of problems, utilizing principles of Crime Prevention through Environmental Design.

**TYPICAL DUTIES AND RESPONSIBILITIES cont.**

4. Conducts inspections of drug related and other nuisance properties, involving Police and Fire Departments and other government agencies where appropriate. Undertakes actions and negotiations with property owners and occupants to resolve issues and return properties to normalcy.
5. Conducts investigations, secures evidence and prepares correspondence to property owners regarding unsightly properties and reports to Council with respect to nuisance properties, building offences, fire offences, zoning and parks matters, sign bylaw regulations, etc.
6. Issues municipal tickets and determines whether offences are of sufficient nature to forward to Crown Counsel. Acts as City liaison with Provincial Crown Counsel with respect to the laying of charges or securing of injunctions.
7. Assembles, secures evidence, and prepares documentation of Adjudication Hearings and Crown Counsel, and gives evidence in court.
8. Researches information and prepares reports regarding enforcement policies, procedures, programs, and bylaws, recommends new, up-to-date, more efficient procedures and programs, and drafts new/revised bylaws.
9. Responds to, investigates, and determines urgency of calls regarding public safety or hazards and prioritizes those that present a public hazard or a liability to the City and require immediate action. Facilitates and assists with the immediate relocation of residents from unsafe housing situations.
10. Liaises with Police, Fire, Health Authorities, social agencies and other departments within the City with respect to coordination of files, collection of information, joint review and resolution of problems, and preparation of reports.
11. Performs other duties as required.

**REQUIRED KNOWLEDGE, SKILLS, AND ABILITIES**

Considerable knowledge of all City bylaws and associated policies and procedures, of relevant laws and regulations including the Criminal Code of Canada, the Motor Vehicle Act, and Provincial and Federal Statutes, and of the legal framework of the Criminal Court system in preparing and processing of cases and testifying in court.

**REQUIRED KNOWLEDGE, SKILLS, AND ABILITIES cont.**

Considerable knowledge of liabilities with respect to City policies and procedures associated with City employees' obligation to act or warn of any impending dangers or hazardous situations.

Considerable knowledge of the structure of the City, its relationship with other government agencies, and the services available in the community, including those dealing with mental health and addiction issues.

Some knowledge of the philosophy and principles of Crime Prevention through Environmental Design.

Knowledge of the Worker's Compensation Act and OH&S regulations applicable to the work area.

Basic computer skills with word processing programs (such as Word) and City of Nanaimo Business Applications.

Ability to investigate, assemble, and secure evidence and documentation for presentation of evidence in Provincial Court or on the City's behalf before a sitting Justice.

Ability to plan, prioritize, organize, and coordinate work where there are multiple demands and priorities.

Ability to interpret, report, and provide advice on a variety of regulatory matters, develop solutions to difficult issues, work cooperatively in joint problem solving with community agencies and use persuasive diplomacy when recommending, clarifying, or negotiating issues.

Ability to approach and communicate appropriately with individuals with mental health and addiction issues, and manage high stress and volatile situations, including situations where the safety of oneself and others can be in jeopardy.

Ability to communicate with tact and diplomacy to handle communications and contacts of a difficult or specialized nature.

Ability to prepare concise reports and correspondence.

**MINIMUM TRAINING AND EXPERIENCE REQUIRED**

Completion of Grade 12 supplemented with successful completion of the Justice Institute of BC – Bylaw and Investigative Skills Program.

Minimum 2 years' directly related experience in the enforcement of municipal bylaws or a combination of knowledge and experience in other investigative fields.

**MINIMUM TRAINING AND EXPERIENCE REQUIRED cont.**

Or equivalent combination of education and experience.

Possession of a valid Class 5 BC Driver's Licence.

Satisfactory Criminal Record Check.

**GENERAL STANDARDS**

All employees shall take reasonable care to protect their health and safety, and the health and safety of other persons by becoming familiar with the Occupational Health & Safety (OH&S) Program, following established safe work procedures, using protective equipment, and asking for training if unfamiliar with work requested to perform.

Contributes in maintaining a respectful, safe, and supportive work environment that embraces diversity and where everyone is treated with courtesy, dignity, and fairness.

Adheres to City policies and objectives.