



JOB DESCRIPTION

TITLE: BYLAW ENFORCEMENT OFFICER –
PARKING PATROLLER

DEPARTMENT: Bylaw Services

LEVEL: 10

Position Last Evaluated: Dec 2014
Job Desc. Last Updated: May 2017

JOB SUMMARY

Under the general direction of the Manager of Bylaw, Regulation and Security, 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. The primary focus is the delivery of parking enforcement in the downtown area.

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 government agencies regarding alleged infractions of City bylaws.
2. Patrols assigned public areas downtown, marks vehicles, issues bylaw violation tickets and warnings for parking and other bylaw infractions. Deals with illegal parking, tows vehicles for repeat infractions. Identifies and resolves matters of public security.
3. 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.
4. 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; secures removal of persons from property, ensuring safety of all parties involved. Provides advice to property owners on strategies to eliminate the occurrence of problems by utilizing principles of Crime Prevention through Environmental Design.
5. Conducts inspections related to nuisance properties, involving Police and Fire departments and other government agencies where appropriate. Undertakes negotiations with property owners and occupants to resolve issues and return properties to normalcy.
6. Conducts investigations, secures evidence and prepares reports for City Council or the Manager with respect to untidy and unsightly premises, nuisance properties, sign bylaw offences, etc.

TYPICAL DUTIES AND RESPONSIBILITIES (Cont)

7. Issues municipal Bylaw Offence Notices and determines whether offences are of sufficient nature to forward to Crown Counsel or to Bylaw Adjudication.
8. Assembles, secures evidence, and prepares documentation for Crown Counsel and gives evidence in court or through Bylaw Adjudication.
9. 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.
10. 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.
11. 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.
12. Performs minor emergency clean-ups in City lots, parkades and streets.
13. 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.

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.

Ability to work well with other people, external and internal partners, residents and the business community. Able to be a positive good-will ambassador for the city in their daily interactions.

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 prepare concise reports and correspondence.

REQUIRED KNOWLEDGE, SKILLS AND ABILITIES (Cont)

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.

Work may involve constant handling of somewhat awkward and/or medium weight objects or tools/equipment and/or climbing structures. Core work activities may require sitting or standing for prolonged periods throughout the workday, with limited opportunity for relief.

Basic computer skills with word processing programs (such as Word) and municipal computer programs (such as Tempest).

Ability to operate a computer controlled system of enforcement (eg: LPR) and hand held violation computers.

MINIMUM TRAINING AND EXPERIENCE REQUIRED

Completion of Grade 12 supplemented with courses from the Justice Institute of BC relating to criminology and investigative and conflict resolution skills (eg: Bylaw Investigative Skills 1 and 2).

Minimum 2 years' recent related experience in the enforcement of municipal bylaws.

Or an 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 and Safety (OHS) 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.

Takes responsibility for reducing energy consumption within the scope of the job duties.

Meets the City's core competencies in the areas of Building Relationships, Developing Self & Others, Focusing on Customer, Communicating Effectively, Thinking Strategically and Collaborating for Results.

Adheres to City policies and objectives.