



JOB DESCRIPTION

TITLE: BYLAW ENFORCEMENT OFFICER – PARKING PATROLLER

DEPARTMENT: Public Safety

LEVEL: 10 (Subject to JE)

Position Last Evaluated: Dec 2014

Job Desc. Last Updated: Mar 2026

JOB SUMMARY

Reporting to the Senior Bylaw Officer, 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 public areas throughout the city by foot or vehicle to support safe, accessible, and well-managed public spaces. Conducts parking enforcement activities, including manual tire marking, operation of licence plate recognition technology, and issuing bylaw violation tickets or warnings. Maintains a strong emphasis on parking enforcement while also monitoring for and addressing other municipal bylaw infractions as required. Patrol duties include proactive observation, engagement with community members, and clear documentation to support fair and consistent enforcement of all applicable city regulatory bylaws
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.

TYPICAL DUTIES AND RESPONSIBILITIES cont.

4. Responds to concerns related to unauthorized occupancy, unsafe living situations, or other public-space issues. Assesses each situation, including the well-being and circumstances of the individuals involved, and coordinates an appropriate response with social and health service providers, police, and property owners where applicable. Facilitates the safe relocation of individuals from property when required, ensuring dignity, safety, and respect for all parties. 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 Director with respect to untidy and unsightly premises, nuisance properties, sign bylaw offences, etc.
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. May provide orientation to new or temporary staff.
13. Performs minor emergency clean-ups in City lots, parkades, and streets.

TYPICAL DUTIES AND RESPONSIBILITIES cont.

14. 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 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, and the ability to prepare concise reports and correspondence.

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.

Ability to communicate with tact and diplomacy when handling contacts of a difficult, specialized or sensitive nature for purposes such as influencing, persuading or securing the cooperation of others. Ability to use conflict resolution skills.

Ability to engage respectfully and effectively with individuals experiencing mental health challenges, substance-use concerns, or other complex needs, and to manage high-stress or unpredictable situations, including those where personal or public safety may be at risk.

REQUIRED KNOWLEDGE, SKILLS, AND ABILITIES cont.

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 (e.g. LPR) and handheld violation computers and mobile computer workstations

MINIMUM TRAINING AND EXPERIENCE REQUIRED

Completion of Grade 12 and Bylaw Compliance, Enforcement and Investigative Skills 1 and 2 from the Justice Institute of BC.

Minimum 2 years' 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 & Safety (OH&S) Program, following established safe work procedures, using protective equipment, and asking for training if unfamiliar with work requested to perform.

Contributes to 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.