

TOWN OF NIVERVILLE

POSITION TITLE:	BYLAW ENFORCEMENT OFFICER
REPORTS TO:	DIRECTOR OF HUMAN RESOURCES & PAYROLL
JOB TYPE:	FULL-TIME

POSITION SUMMARY

The Bylaw Enforcement Officer will be responsible for the education, administration, and enforcement of Town of Niverville Bylaws as laid out in the Bylaw Enforcement Bylaw, including but not limited to the Zoning Bylaw, Parking Bylaw, and Animal Control Bylaw.

Responsibilities

- Develop and maintain an in-depth working knowledge of all Town bylaws
- Development and maintenance of policies, procedures, tracking logs related to enforcement and education of Niverville's bylaws
- Investigate, educate, and enforce Town bylaws
- Promote responsible pet care practices in the community

Enforcement

- Investigates and resolves complaints of violations or non-adherence to the provision of municipal bylaws
- Provides technical advice and interpretation of bylaws and regulations for the general public, external stakeholders, and various Town departments on matters relating to the effective compliance of municipal bylaws and related provincial statutes.
- Ability and willingness to work with animals, including conducting investigations related to dog bites, animals at-large and nuisance complaints; including the impoundment and transportation of animals as needed using municipal vehicle.
- Works with other Town departments to ensure safe and proper action is taken in handling public and private property.

Customer Service

- Demonstrate initiative with a commitment to customer service and the ability to build and maintain effective, cooperative working relationships both internally and externally.

- Ability to de-escalate confrontational situations with a focus on achieving compliance, while exercising a high degree of professionalism, tact and diplomacy in all interactions with the public.
- Experience issuing both verbal and written warnings.
- Ability to complete regular and accurate enforcement activity reports for both internal use and external agencies as required.

Other Duties.

- Other duties related to the Town's Emergency Response as assigned.
- Other duties as requested by either the CAO or Director of Human Resources & Payroll.

TECHNICAL COMPETENCIES

- Valid Class 5 driver's license
- Be available to work outside of normal working hours
- Strong communication skills, both written and verbal
- Be able to work outside in all weather conditions
- Be able to work independently with minimal direct supervision
- Working knowledge of computers
- Have Community Safety Officer training, or be willing to complete
- Criminal Record with vulnerable sector, Child Abuse & Adult Abuse Registry Checks must be completed prior to employment and maintained throughout employment.
- First Aid/ CPR considered an asset.

CORE COMPETENCIES

- | | |
|--------------------------------|--|
| ✓ <u>Integrity & Trust</u> | Seen as a direct, truthful individual; widely trusted and adheres to a strong set of core values. |
| ✓ <u>Accountability</u> | Understands the role of leadership; make oneself accountable to manager(s)/ supervisor(s) relating to one's work performance. |
| ✓ <u>Service Orientation</u> | Demonstrates concern for meeting internal and external ratepayer needs in a manner that provides satisfaction for the ratepayer within the resources that can be made available. |

BEHAVIOURAL COMPETENCIES

- | | |
|---|---|
| ✓ <u>Communication Skills—
Oral</u> | Demonstrates the ability to speak thoughts and express ideas effectively in individual or group situations. |
| ✓ <u>Communication Skills--
Written</u> | Demonstrates the ability to express ideas, thought and concepts clearly in writing, using correct and appropriate grammar, organization and structure. |
| ✓ <u>Problem Solving</u> | Identifies problems and uses logic, judgment, and data to evaluate alternatives and recommend solutions to achieve the desired organizational goal or outcome. |
| ✓ <u>Action Oriented</u> | Can be counted on to get things done. |
| ✓ <u>Self-Confidence</u> | Belief in one's own ideas and capability to be successful; willingness to take an independent position in the face of opposition or conflicting ideas. |
| ✓ <u>Collaboration</u> | Works cooperatively with others, inside and outside the organization, to accomplish objectives to build and maintain mutually beneficial partnerships, leverage information, and achieve results. |
| ✓ <u>Innovation & Creativity</u> | Develops new insights into situations and applies different and novel solutions to make improvements with services, methods, systems or ideas. |
| ✓ <u>Planning & Organizing</u> | Is able to quickly identify what is important, establish priorities, creating work sequences in order to coordinate effort while maintaining work flow and meeting deadlines. |

GENERAL:

Employee is expected to work 40 hours per week.

PROBATION PERIOD

The employee shall have a 3-month probation period, if a new hire.

PLACE OF WORK

Work location: Niverville Administration Office, 329 Bronstone or a home office.