JOB DESCRIPTION

Position: Bylaw Enforcement Officer I
Union: CUPE Local 374
Approval Date: June 17, 2026

1. FUNCTION

Reporting to the Director of Engineering, this position is responsible for enforcing various municipal bylaws, which includes investigating bylaw complaints and infractions; gathering evidence and preparing reports on violations; attending and presenting evidence in Court as required; interpreting and explaining applicable bylaws, statutes, and regulations; and assisting with bylaw preparation and amendments. The incumbent must have strong public relations and dispute resolution skills. The incumbent must be able to work efficiently with minimum supervision and is required to have sound knowledge of regulatory bylaws and related legislation.

2. TYPICAL DUTIES

a) Respond to enquiries from businesses, the public and other departments regarding various municipal bylaws and interpret and explain applicable bylaws, statutes, and regulations.

b) As a result of written complaints, investigate bylaw infractions and conduct on-site inspections of businesses and private properties to verify compliance with applicable bylaws or regulations, and notify representatives and owners of non-compliance; resolve complaints through voluntary compliance if possible, or recommend corrective actions; write and serve Municipal Ticket Information (MTI) and Bylaw Offence Notices (BON).

c) Gather evidence, prepare reports on violations, and attend the Courts when enforcement requires evidence to be given to support the request for a Court Order, or when a charge is laid for an infraction.

d) Administer the Municipal Ticketing and Bylaw Notice programs to ensure the efficient operation of the ticket system.

e) Serve summons and recommend cases for prosecution.

f) Conduct patrols as complaints are received and assist in the day-to-day administration of Bylaw Enforcement activities.

g) Assist in preparing reports to Council (for review by the Director) and make recommendations for appropriate course of action related to bylaw enforcement issues.

h) Prepare a variety of routine and non-routine correspondence.

i)

j) Liaise with RCMP, Fire Department, contracted parking services, and other Town staff members on bylaw enforcement issues.

k) Conduct regular patrols of areas frequented by the homeless and those seeking shelter or living in vehicles.

l) Engage with vulnerable citizens on issues related to the unhoused population, addictions and mental health challenges in the course of municipal bylaw enforcement duties and assist in the coordination of appropriate social, health, and enforcement responses and supports.

m) Attend and clean up and remove unhoused belongings and litter in public spaces, which may require handling of items including sharps, weapons, and combustible or contaminated materials.

n) Assist and make recommendations for bylaw amendments and drafting of new bylaws.

o) Maintain and control a variety of records, files, and documents of bylaw infractions, and operate tracking/reminder system to ensure appropriate actions and resolutions.

p) Maintain a logbook of daily activities and help prepare monthly and annual statistics of Bylaw function activities.

q) Perform other related duties as required.

3. REQUIRED KNOWLEDGE, SKILLS, AND ABILITIES

a) Ability to interpret bylaws and provincial statutes, collect and analyze appropriate information, and present conclusions on bylaw enforcement matters.

b) Sound knowledge of Local Government Act, Community Charter, bylaws, and related legislation.

c) Sound knowledge of court procedures and legal terminology.

d) Ability to investigate and enforce bylaws with tact, impartiality, firmness, and sound judgement in a timely manner.

e) Strong verbal communication, negotiating, and dispute resolution skills.

f) Strong written communication skills, particularly for preparation of correspondence and formal report writing.

g) Ability to maintain a co-operative working relationship with Town staff, Council, and the public.

h) Exercise sound judgement in confrontational situations and follow applicable personal safety protocols.

i) Working knowledge of various computer programs including word processing (Word), spreadsheet (Excel), database, mapping, email, Adobe Acrobat, and schedule programs.

4. TRAINING AND EXPERIENCE

a) Grade 12, supplemented by post-secondary courses in criminology and bylaw enforcement.

b) Justice Institute BC Bylaw Enforcement and Investigation Program Level I.

c) Minimum 3 years related experience in bylaw enforcement in a municipal environment.

d) Or an equivalent combination of training and experience.

e) Valid BC Class 5 Driver's Licence.