

	<b>Title: Bylaw Enforcement Officer</b>	<i>Date:</i> March 2021
	<i>Department:</i> Administration	
	<i>Classification:</i> Inside	<i>Pay Grade:</i> 19
	<i>Date Signed Off by the Union:</i>	

## Nature and Scope of Work

This is inspectional, regulatory and investigational work related to the enforcement of specific bylaws and in rendering assistance to other branches and departments on their bylaw enforcement problems. The work entails extensive public relations and liaison tasks which requires the exercise of sound judgement, action, tact and diplomacy all of which is performed within policy, bylaw and regulation limits. More difficult issues, controversial undertakings, or uncertainty with respect to the application of established policy are discussed with and/or referred to a superior who reviews the work performed for conformance with established procedures and policies.

## Illustrative Examples of Work

1. Investigates and processes complaints, referrals or own observations concerning bylaw infractions and violations; inspects premises for conformance with applicable bylaws; enforces regulations and bylaws related specifically to streets and traffic, graffiti, noise, signs, real property, parks and public facilities, nuisance abatements.
2. Assists other branches and departments in their enforcement of regulations and bylaws; provides information and assistance to and liaises with various internal and external contacts.
3. Explains and interprets bylaws and regulations to the public, researches information, prepares a variety of correspondence, reports and records, and maintains a variety of files related to the work performed.
4. Investigates complaints related to homeless in public parks; arranges for area clean up; contacts RCMP and outreach agencies; sets up traffic safety and directional signage at cleanup locations where road lane closures are required for safety of staff, contractors, and motorists.
5. Enters tickets into Tempest software program; and logs or documents items for external agencies that issue Municipal Ticket Information on behalf of the City such as the RCMP or Langley Animal Protection Society.
6. Gathers evidence and may appear in Court as witness for prosecutions as required.
7. Develops and maintains good working relationships with other staff and various external agency contacts; liaises with property owners and organizes joint site inspections and as required, coordinates cleanup and securing of abandoned properties.
8. Assists the Chief Bylaw Enforcement Officer and acts for same during their absence as required.
9. Performs related work as required.

### **Required Knowledge, Abilities and Skills**

1. Considerable knowledge of City bylaws, regulations, policies and procedures and applicable provincial statutes related to the work performed.
2. Sound knowledge of court procedures and legality of various types of evidence.
3. Ability to investigate complaints and enforce bylaws and regulations with tact, impartiality, firmness and use of sound judgement
4. Ability to interpret bylaws and regulations to the public, to provide information and assistance and to communicate effectively orally and in writing.
5. Ability to establish priorities and schedule workload to meet deadlines.
6. Ability to prepare evidence and present same in court if required
7. Ability to establish and maintain effective working relationships with municipal staff, officials, business representatives, staff in other levels of government and the general public.
8. Ability to prepare a variety of correspondence and reports, research information and maintain files and records.

### **Desirable Training and Experience**

1. Completion of Grade 12.
2. Successful completion of the Bylaw Enforcement Officers' courses.
3. Sound experience in inspectional and enforcement work.
4. Or an equivalent combination of training and experience.

### **Required Licences, Certificates and Registrations**

Valid Class 5 Driver's Licence for the Province of British Columbia.