TITLE: MUNICIPAL LAW ENFORCEMENT OFFICER

DEPARTMENT: MUNICIPAL LAW ENFORCEMENT

DIVISION: LEGISLATIVE SERVICES

PURPOSE OF JOB:

Responsible for the enforcement of all Town by-laws and applicable Statutes within the Town's jurisdiction under the guidance of the Manager of Municipal Law Enforcement and Licensing. The Officer conducts research and performs inspections and investigations in relation to alleged contraventions of by-laws and regulations to gain compliance with prescribed municipal standards in three main disciplines: Animal, Parking, and Property Enforcement activities.

REPORTS TO: MANAGER, BY-LAW ENFORCEMENT AND LICENSING

MAIN RESPONSIBILITIES:

- Provide superior and professional customer service to the general public.
- Investigate complaints and enforce regulations with tact, impartiality, and firmness using sound judgement and respect while ensuring that all by-laws are enforced precisely and fairly and that decisions regarding violations can be fully supported.
- Conduct daily patrols, inspections, and checks of assigned areas via foot, bike, or vehicle patrol.
- Proactively respond and resolve emergency situations, general violations and conflicts, independently or with support as required for public safety, compliance with municipal standards and personal protection.
- Maintain accurate and complete shift notes in officer's duty notebook, prepare/complete routine file/incident reports, identify and categorize body worn camera video, update records in the complaint database and prepare and file court documents.
- Issue offence/infraction/penalty notices, administrative orders and summons as appropriate and collect evidence as necessary including taking photographs, extracting samples, preparing witness and defendant statements.
- Prepare information to obtain search warrants, attend to Justice of Peace for swearing of information and execute search warrants as per established practice.
- Attend administrative hearings, tribunals, committee's and court to provide evidence on behalf of the Town.
- Assess the effectiveness of public education programs and make recommendations to improve the same.
- Assist with onboarding/orientation of new officers, placement students, and volunteers.
- Provide information, research, and support for the creation and amendments to by-laws and as appropriate, the setting of fines and short-form wording process under the Provincial Offences Act and Administrative Monetary Penalty System.
- Assist with training, monitoring, and direction of outside contract by-law enforcement staff as required (private property enforcement officers, security guards, special constables, auxiliary).
- All other duties as assigned.

<u>Animal Services Enforcement</u>

- Administering and enforcing regulatory Municipal By-laws and Statutes associated with animal services (Animal Control By-Law, Dog Owners Liability Act, Fish & Wildlife Conservation Act, Criminal Code, Animals for Research Act, Pounds Act) in relation to leashing, licensing, animal welfare/care, dog bites, wildlife, and livestock.

- Respond to reports/calls of animals running at large and injured animals including capture/impoundment and transportation of same in accordance with established practices and deliver animals to animal shelter or veterinary clinic for treatment.
- Perform humane euthanasia practices when necessary including injections and use of captive bolt pistol/firearms in accordance with established practices.

Parking Services Enforcement

- Administering and enforcing regulatory Municipal By-laws and Statutes associated with parking services (Parking By-law, Designated Fire Routes By-law, Provincial Offences Act, Highway Traffic Act, Repairs Liens Storage Act).
- Review accessibility permits for correct usage including seizure of same where appropriate.
- Reviewing parking-related signage on both public and private property to ensure accuracy and that effective enforcement can be performed.
- Work with the internal parking administration program staff including computer parking software supplier to ensure efficient, effective practices are adhered to.
- Respond to reports of faulty/inoperative meters/machines, conducting inspections, performing minor routine maintenance, filing reports/correspondence for correction action and repairs.
- Place tow notices on vehicles and arrange for towing and impoundment where necessary.

Property Services Enforcement

- Administering and enforcing regulatory Municipal By-laws and Statutes associated with property and related services (Property Standards, Fortification of Land, Signs, Lot Maintenance, Snow & Ice, Burning, Fireworks, Bicycle/Skateboards, Public Nuisances, Tree Preservation, Dumping of Fill, Noise, Parks, Pools, Zoning, Taxis, Itinerant Vendors, Refreshment Vehicles, Second Hand Goods, Short-term Rentals, Pet licensing, Municipal Act, Alcohol Gaming Commission, Planning Act, Building Code Act, Municipal Act, Trespass to Property Act, Weed Control Act).
- Work with visitors, residents, property owners, tenants, contractors, and property managers to explain municipal standards and the necessity for compliance with the applicable municipal by-laws.
- Arrange for remedial work to bring properties into compliance, source and review estimates, prepare draft invoices to property owners, and oversee work crews while performing work on sites.
- Attend homeless encampments on both public and private lands, assess risks to both persons and property, enforce applicable regulations, render assistance when required including opiate-related crisis, and utilization of Naloxone if necessary.
- Conduct taxi/vehicle inspections for compliance, assess meter calibrations, road worthiness and general maintenance.
- Conduct site investigations/inspections of patios and merchandise displays for compliance with standards.
- Conduct door-to-door pet license compliance projects.

SUPERVISION:

Direct: None
Indirect: None

EDUCATION & EXPERIENCE REQUIRED:

- Must have a Diploma/Certificate in a relevant field such as Police Foundations, Law and Security, Justice & Administration, or law-related discipline and related enforcement experience, preferable in a municipal environment, or have a combination of education and relevant experience.
- Training and membership with Municipal Law Enforcement Officers Association and Ontario Association of Property Standards Officers and Certification as Municipal Law Enforcement Officer (MLEO) and Property Standards Officer (CPSO) is required.
- Excellent interpersonal skills with the ability to develop and maintain effective working

relationships. Ability to communicate courteously, effectively, and with tact both orally and in writing. Good organizational skills and ability to establish priorities, possesses sense of thoroughness and demonstrated ability to work independently and the ability to seek assistance when required for support.

- Computer skills including working knowledge of Microsoft Office applications such as Word, Excel, Access, and PowerPoint.
- Good health and fitness with ability to perform use of force skills/training.
- Ability to climb, walk, ride a bicycle, operate an ATV/UTV, fleet vehicle, and ability to work outdoors in all weather conditions.
- High order of conflict resolution to enact the integrity of legislation and by-laws for the overall image of Council and the Municipality as a whole.
- Must possess a valid Class G driver's license with a satisfactory driver's record as deemed by the Corporation, and access to a reliable vehicle for work.
- Must obtain a Satisfactory Police Record Check upon employment.
- Must possess a valid First Aid and CPR or be willing to obtain within 60 days of hire.

WORKING CONDITIONS:

- Hours of work are 35 hours per week and are subject to seasonal demands. The position will be required to work days, afternoons and overnights.
- Must be able to be 'on-call' and respond to after-hours emergency calls in the Town within a reasonable time when assigned to on-call duties.
- Must be willing to obtain rabies pre-exposure vaccination and tire check for level of rabies antibodies as required.
- Must wear approved/authorized uniform kit daily including safety boots, body armour, and body worn camera.
- Ability to perform majority of work outside the office on the road for approximately 75% of workday utilizing mobile office work environment, tablets, printers, handheld devices, and working outdoors in all weather conditions (extreme cold, heat, rain, etc.) on subject sites and during patrols. Works in standard office environment for approximately 25% of the workday.
- Frequently deals with clients who may be disruptive, contentious, abusive/insulting, threatening or physically aggressive in relation to enforcement activities.