



Contracted Employee Position Bylaw Enforcement Officer for the District of Elkford

Summary:

The District of Elkford is seeking a contracted employee to provide bylaw enforcement services to the district. The Bylaw Enforcement Officer will deliver excellent customer service and work to achieve compliance with District of Elkford bylaws. Daily services will include patrols, conducting inspections, gathering evidence, record-keeping, issuing warnings and/or tickets for violations of bylaws and preparing documentation as needed.

The contract is for a two-year term, for 28 hours per week (1456 hours per year), at a rate of \$40 per hour. This contracted employee position does not include any third party benefits, and all statutory deductions (e.g., EI and CPP) are applicable. The position includes 4.42 per cent pay in lieu of statutory holidays and 4 per cent pay in lieu of vacation.

Responsibilities:

- Receiving and responding to complaints and inquiries by phone, email or in person.
- Interpreting bylaws, regulations and policies with respect to complaints or inquiries and providing advice, assistance and education to the public and other enforcement agencies and District departments.
- Conducting regular patrols around the community by vehicle, OHV or on foot.
- Abiding by the District's Bylaw Enforcement Policy.
- Enforcing the Animal Responsibility Bylaw and licensing regulations.
- Drafting enforcement-related letters.
- Utilizing a variety of enforcement tools including education/communications, verbal warnings, warning tickets, notices of contravention, orders to comply and municipal tickets as required.
- Attending court proceedings and presenting evidence as required.
- Establishing and maintaining effective working relationships and dealing fairly and impartially with the public, property owners, tenants, business owners and external agencies.
- Performing routine clerical work related to investigations of complaints, licensing, record keeping and related matters.
- Conducting research and providing suggestions for developing new initiatives and programs to achieve increased bylaw compliance.
- Picking up and impounding stray domestic animals, coordinating adoption procedures and transporting domestic animals to a veterinarian as required (e.g., for medical care or humane euthanasia).
- Making recommendations for bylaw amendments, processes and procedural improvements.
- Preparing quarterly statistics reports for council.
- Updating and maintaining a complaint-tracking database.
- Other related duties as required.

Education and Experience:

- Grade 12 or equivalent, supplemented by bylaw enforcement courses, a relevant post-secondary diploma or courses related to justice, evidence gathering or investigation skills and/or equivalent experience.
- Valid Class 5 B.C. driver's license.
- Demonstrated conflict resolution, investigation and enforcement experience.
- Completion of bylaw compliance, enforcement and investigative skills courses from the Justice Institute of B.C. or similar would be considered an asset.
- Experience in a municipal government environment considered an asset.



Required Skills and Abilities/Work Demands:

- Demonstrated experience in confident handling of animals, particularly dogs.
- Ability to prepare and keep records that are neat, accurate and organized.
- Ability to maintain a high level of confidentiality.
- Demonstrated ability to work independently with minimal supervision.
- Strong verbal and written communications skills.
- Ability to work with the public in a courteous and respectful manner.
- Ability to confidently work within the legal process or court environment.
- Always demonstrate sound judgment and diplomacy while dealing with customer complaints and difficult situations, including high conflict scenarios.
- Experience with data entry, word processing and databases in a PC Windows environment.
- Must be neat and tidy in appearance.
- Ability to lift heavy objects, undertake labour intensive tasks, work in awkward positions, frequently stand and walk throughout the day.
- Ability to confidently drive and work in inclement weather.
- Good working knowledge of Microsoft Office programs.

The successful candidate may be required to complete a satisfactory background check. This may consist of all or a combination of the following: Canadian Criminal Record check, education and accreditation verification and a clean driver's abstract.

Submit your cover letter and resume **before 4 p.m. local time on November 10, 2022**, to **info@elkford.ca** or at the District of Elkford Office at 744 Fording Drive.