



Head Seasonal By-Law Enforcement Officer

Position Code: 313

Pay Band: 5

Department: Legislative Services

Effective: March 2022

Division: By-Law Services

Revised:

Reports To: Supervisor, By-Law Services

Status: Seasonal Full-Time Non-Union

Direct Reports: None

Indirect Reports: Seasonal By-Law Enforcement Officers

Position Summary

Reporting to the By-Law Supervisor, the Head Seasonal By-Law Enforcement Officer (SBLEO) is responsible for the enforcement of various Town By-laws (e.g., parking, animal control, noise, public nuisance, etc.). In the absence of the Supervisor, the Head SBLEO is responsible for providing direct supervision to seasonal By-Law staff. The position is also responsible for responding to and prioritizing response to complaints, ensuring necessary call backs are completed, and for monitoring performance of seasonal By-Law staff in the field. The main duties and responsibilities for the position are in the areas of parking enforcement, by-law enforcement, and other by-law functions.

Duties and Responsibilities

1. Parking Enforcement (50%):

- (a) Enforce municipal parking by-laws by conducting routine foot patrols of and issuing parking tickets within the downtown business improvement area (BIA) as well as conducting patrols throughout the municipality.
- (b) Use reasonable judgment and discretion, decide whether to issue a charge regarding violations of parking by-laws, determine appropriate section of legislation for the parking charge, and maintain accurate records.
- (c) When necessary, provide substantiating evidence to the Supervisor and/or Municipal Law Enforcement Officers (MLEOs) to enable a fair and reasonable decision to be made regarding the legality of a parking ticket.
- (d) Respond to parking complaints, maintain a record of all parking complaints and document occurrence reports.

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- (e) Input ticket information into an electronic parking ticket system and provide administrative assistance to MLEOs.
- (f) When necessary, attend court and provide substantiating evidence related to charges laid.
- (g) Assist in the regular collection of coins from parking meters.
- (h) Provide basic maintenance and repair of meters or damaged parking signs, as necessary, advise the supervisor when outside contractors are required for repairs,
- (i) Assist in conducting surveys, monitoring parking lot usage and completing reports.

2. By-Law Enforcement (30%):

- (a) Provide by-law enforcement throughout the municipality by conducting routine vehicle, bicycle, and foot patrols. Monitor for non-compliance of municipal by-laws which includes signage, hawkers and peddlers, transient traders, idling, bike and skateboards, display of merchandise, and licenses (e.g., patio), etc., and offer alternate resolutions to formal charges, when applicable,
- (b) Monitor for non-compliance of Provincial statutes and regulations (e.g., Emergency Management and Civil Protection Act) and take appropriate enforcement action.
- (c) Maintain confidentiality of all actions, records and discussions undertaken during the administration and enforcement of all municipal by-laws.
- (d) Respond to enquiries from members of the public by providing information, assistance and direction regarding the downtown area, local attractions, and events.
- (e) Observe, record and report by-law infractions to Supervisor and/or MLEOs.

3. Other By-Law Functions (20%):

- (a) Keep the Supervisor apprised of all relevant issues/concerns.
- (b) In the absence of the Supervisor, provide direct supervision to seasonal By-Law staff in the field when charges are laid and/or complex issues arise.
- (c) Conduct shift briefings and debriefings, prioritize response to complaints, ensure complainant call backs are completed, review notebooks and reports for consistency and accuracy and monitor seasonal By-Law staff in the field.
- (d) Assist in facilitating the delivery of seasonal By-Law staff training program.

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(e) Assist in the appraisals of seasonal By-Law staff.

Work in compliance with the Highway Traffic Act, Occupational Health and Safety Act, WHMIS, applicable legislation, regulations, statutes, and departmental policies/procedures/practices and operational guidelines. Ensure that all necessary personal protective equipment (e.g., safety boots, hard hat, reflective vest, gloves, hearing protection, eye protection, etc.) are used and are maintained in good condition.

Perform other related duties, as assigned, that are in accordance with job responsibilities and/or necessary departmental or corporate objectives.

Knowledge, Skills and Experience

1. Enrolled in a post-secondary program in Police Foundations, Law & Security, Criminology, Law Enforcement, or related discipline.
2. One (1) season of by-law enforcement experience. Previous experience as a SBLEO for the Town of Collingwood, leadership and/or supervisory experience an asset.
3. Physical ability to perform enforcement activities and wear required personal protective equipment.
4. Working knowledge of Microsoft Windows and Office applications. Knowledge of parking ticket software application an asset.
5. Excellent interpersonal, communication, public relations, and conflict resolution skills, together with the ability to use tact and discretion and to deal courteously and effectively with the public and fellow staff members.
6. Ability to work independently and as part of an enforcement team.
7. General understanding and appreciation of downtown and local attractions.
8. Valid Class "G" driver's license in good standing and current Driver's abstract with results satisfactory to the Employer.
9. Possess a Criminal Record & Judicial Matters Check (Level 2) with results satisfactory to the Employer, and a valid standard first aid and CPR/AED level "C" certificate (or willing to obtain).

Physical Demands and Working Conditions

Physical Effort: The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this position. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

Physical demands require the ability to exert up to fifty (50) pounds of force, push, pull, lift, carry or otherwise move objects occasionally. (30%) Intense visual concentration,

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standing and walking; must bend, squat, crouch, and grip with hands. (50%) Some sedentary work with no undue fatigue that involves sitting; individual must operate office equipment such as computers, copiers, fax machines, scanners and adding machines. (20%)

Normal hours of work are thirty-five (35) hours per week, usually seven (7) hour shifts with a one (1) hour unpaid meal break; shifts may include day, evening, weekend, and holiday hours. Flexibility in scheduling is necessary to change shifts and/or work extra hours as required for events.

Physical Environment: Work involves walking outside with exposure to various temperatures, inclement weather including rain and snow, usually in a work alone situation. (60%) Work involves travelling in a vehicle, typically locally, to other municipal buildings or off-site locations. (20%) Some work is conducted in a standard office environment. (20%)

Sensory Attention: Requires the ability to read a variety of reports and legislation, letters/correspondence, and paperwork detail. (20%) Requires the ability to communicate effectively including explaining processes, instructions and speaking before individuals with periods of continual visual concentration. (50%) Requires the ability to coordinate hand and eyes rapidly and accurately in using and operating equipment and vehicles. (30%)

Stress: Limited mental stress, in normal situations with limited pressure where the seriousness of the outcome is limited. (75%) Occasional exposure to disgruntled members of the public. Requires the ability to deal with people beyond giving and receiving instructions. Must be adaptable to performing under stress and when confronted with urgent situations. (25%)

Contacts and Dimensions

| | |
|------------------------------|--|
| Direct Reports: | 0 |
| Indirect Reports | 4 |
| Total Employees Serviced: | 4 |
| Other Working Relationships: | Position communicates regularly with staff, downtown businesses, local citizens, and visitors to the Town. |
| Budget: | n/a |
| Salary Budget: | n/a |

Review and Signatures

Employee Name: _____

Signature: _____ Date: _____

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Supervisor Signature: _____ Date: _____

Manager/HR Signature: _____ Date: _____