



Seasonal By-Law Enforcement Officer

Position Code: 311

Pay Band: Band 5

Department: Legislative Services

Effective: February 2017

Division: By-Law Services

Revised: Feb/22, Feb/21, Feb/20, Apr/19

Reports To: Supervisor, By-Law Services

Status: Seasonal Full-Time Non-Union

Direct Reports: None

Indirect Reports: None

Position Summary

Reporting to the By-Law Supervisor, Seasonal By-Law Enforcement Officers provide assistance in the administration and enforcement of municipal regulatory by-laws such as, but not limited to, the parking by-law, animal control by-law, sign and advertising by-law and licensing by-law within the Town of Collingwood. The position is responsible to respond to enquiries and complaints and provide superior customer service as required. The main duties and responsibilities for the position are in the areas of parking enforcement and by-law enforcement.

Duties and Responsibilities

1. Parking Enforcement (60%):

- (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.
- (e) Input ticket information into an electronic parking ticket system and provide administrative assistance to MLEOs.

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- (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 (40%):

- (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, when applicable.
- (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, as may be requested.
- (e) Observe, record and report by-law infractions to Supervisor and/or MLEO.

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 a related field.
2. Physical ability to perform enforcement activities and wear required personal protective equipment. Ability to work independently and as part of an enforcement team.
3. General understanding and appreciation of downtown and local attractions.

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4. 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.
5. Ability to multi-task, cope with interruptions and work under pressure to meet multiple deadlines, exercise discretion and judgment particularly when handling confidential/sensitive information. Possess initiative and personal integrity.
6. Working knowledge of Microsoft Windows and Office applications. Knowledge of parking ticket software application an asset.
7. Valid Class "G" driver's license in good standing and current Driver's abstract with results satisfactory to the Employer.
8. 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, 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%)

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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	0
Total Employees Serviced:	0
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: _____

Supervisor Signature: _____ Date: _____

Manager/HR Signature: _____ Date: _____