



Position Description

Municipal Law Enforcement Officer III

Position Code:	38	Pay Band:	8
Department:	Legislative Services	Effective:	June 2008
Division:	By-Law Services	Revised:	August 2020, January 2020, October 2022
Reports To:	Supervisor, By-Law	Status:	Permanent Full-time Non-Union
Direct Reports:	None	Indirect Reports:	Seasonal By-Law Enforcement Officers Crossing Guards

Position Summary

Reporting to the By-Law Supervisor, the Municipal Law Enforcement Officer III is responsible for investigating and enforcing alleged contraventions of Town By-laws, conducting site inspections and gathering evidence, responding to general inquiries and dealing with complaints with respect to Municipal By-laws and other Provincial Statutes and Regulations enforced by the By-law unit, carrying out proactive patrols of the Town, writing reports and assisting with various research assignments/projects. This role is also responsible for performing various administrative duties in support of the By-law unit, including drafting staff reports, developing presentations, processing disclosure requests, data entry, by-law communication support and representing the Town of Collingwood at public consultation, presentations, open houses, and face-to-face interactions with the public, applicable agencies, and stakeholders. The main duties and responsibilities of the position are in the areas of: investigation, inspection and enforcement; division administration; animal control enforcement; parking enforcement; and, other by-law unit functions.

Duties and Responsibilities

1. Investigation, Inspection, and Enforcement (45%):

- (a) Receive and respond to alleged contraventions of various Municipal By-laws and Provincial Statutes & Regulations enforced by the By-law unit.
- (b) Investigate potential violations of various By-laws and Provincial Statutes in accordance with applicable legislation and Division policies and procedures.
- (c) Enforce various By-laws spanning a variety of disciplines including property maintenance, zoning, fences, signs, animal control, business licensing, noise, fireworks, pool enclosures, etc. for which the By-law unit is responsible in an effort to maintain a high living standard within the community.
- (d) Identify and respond to by-law and provincial offence contraventions on a reactive basis in accordance with the By-law Enforcement Service Matrix (BESM).
- (e) Identify and respond to contraventions on a proactive basis while traveling within the municipality and through active patrols in accordance with the BESM.
- (f) Participate in joint inspections and investigations with internal staff (e.g., Fire, Building, Engineering, etc.) and external agencies (e.g., OPP, MECP, MOL, SMDHU, Animal Welfare Services etc.).
- (g) Conduct detailed inspections of a variety of property types, with regard for potentially hazardous conditions or individuals, to confirm compliance with municipal bylaws, a direction or order of the municipality and/or a condition of a licence issued.
- (h) Prepare and issue warnings/notices/orders (verbal or written).
- (i) Seek compliance through negotiation and mediation and where compliance is not forthcoming, lay appropriate charges after carrying out a full investigation, collect appropriate evidence including witness statements, in accordance with authorizing legislation, and prepare necessary documentation to facilitate a prosecution.
- (j) Prepare and issue information and summonses for the entire Corporation as they relate



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- (k) to provincial offences and organize the delivery of out-of-Town summonses.
- (k) Prepare other legal documents, including statements, affidavits, notices of motion and court brief packages.
- (l) Prepare disclosure requests for the Division and on behalf of other Town Departments.
- (m) Provide information in defense of any claims against the Town.
- (n) Give testimony in court and to the Property Standards Committee as required.
- (o) Arrange for contractors to perform remedial work as authorized through Municipal and Provincial Legislation and in accordance with Division policies and procedures.

2. Division Administration (20%):

- (a) Prepare, retain, retrieve, and maintain data and records concerning investigation, inspection, and enforcement activities in a clear and concise manner consistent with the requirements of pertinent legislation, regulations and by-laws and within Town and Division policies and procedures, including all data in written or electronic format.
- (b) Provide frequent guidance and information of a functional or technical nature for other staff, often requiring considerable interpretation and judgment regarding by-law regulations.
- (c) Provide technical information to staff regarding possible solutions to problems and share knowledge with staff in area of specialized training.
- (d) Act as a knowledge resource to senior management in order to provide the most current technical data on how certain problems are being handled.
- (e) Respond to enquiries and provide frequent guidance and information of a functional or technical nature for Council members, lawyers, property owners, tenants, complainants and concerned citizens of by-law regulations, often requiring considerable interpretation and judgment.
- (f) Deal with all contacts in a courteous, efficient, and professional manner to promote a high standard of public relations at all times.
- (g) Assist with the coding of all by-law invoices, in accordance with approved budgets for the Supervisor's approval.
- (h) Create purchase order requisitions, assist with monitoring budget as required and coordinate corporate credit card reports/reconciliation for by-law staff as required;
- (i) Assist with input and maintenance of division schedule for bylaw staff (MLEOs and Seasonal MLEOs)
- (j) Assist to develop, implement, and evaluate by-law unit procedures;
- (k) Maintain and update database (i.e., CityView) and manual information filing systems as required, ensure unit compliance with record retention requirements and Municipal Freedom of Information and Protection of Privacy Act;
- (l) Review and analyze Town by-laws to ensure practices reflect current standards, legislative requirements, and program deliverables.

3. Animal Control Enforcement (15%):

- (a) Responsible for all activities relating to animal licensing, including maintaining database and mailing animal licensing reminders and notices.
- (b) Provide oversight of the operations of the animal licence program, ensuring processes are functioning and data is tracked appropriately.
- (c) Enforce by-laws related to the responsible pet ownership by-law, leashing animals, feces pick-up, barking, etc.
- (d) Conduct investigations and court proceedings in accordance to the Dog Owners Liability Act (DOLA).
- (e) Preserve public health and safety by removing vicious, diseased or dead animals (domestic) from municipal property, highways and private lands.
- (f) Authorize the euthanization of feral cats as may be recommended/required.
- (g) Capture, contain, and transport dog(s) (cats as may be required in special



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- circumstances) found running at large or at the request of the OPP, to the shelter or veterinarian. Isolate dangerous/diseased animals for observation.
- (h) Manage the Town's Coyote Management Plan by distributing information and ensuring appropriate follow up actions are taken.
 - (i) Authorize the euthanization of feral cats as may be recommended/required.
 - (j) Assist Police, Fire, EMS, Cruelty Investigators and local Veterinarians as required.
 - (k) Patrol Town parks and trails to enforce compliance of the animal control by-law.
 - (l) Required to participate in rotational "On Call" shifts covering 24 hours per day, 365 days per year to provide bylaw related response to emergency calls.

4. Other By-Law Unit Functions (15%):

- (a) Maintain sound knowledge of legislation, regulations, current industry practices, corporate policies and procedures, applicable and case law, etc. relating to the by-law enforcement field
- (b) Assist with the preparation and delivery of public education and customer service materials to encourage the public to voluntarily comply with the municipal regulations; attend community meetings, neighbourhood association meetings, public forums, etc. to interact with the public, answer enquiries and/or present information
- (c) Maintain effective and co-operative liaison and exchange information with other staff, municipalities, government agencies and other organizations; make referrals to other departments and agencies to investigate possible contraventions; attend meetings of approved professional associations as a representative of the By-law unit as required
- (d) Assist management with the review of Division administrative and service delivery processes with a view to providing performance indicator data, streamlining/updating practices and fostering excellence in customer service
- (e) Assist in the review and analysis of new and draft by-law amendments and provide comments/feedback when required
- (f) Participate as a member of the Division, providing input on department/corporate planning, strategic initiatives and performance improvements
- (g) Act as lead contact with the Ministry of the Attorney General in seeking approval of set fines associated to By-laws
- (h) Maintain cleanliness of vehicles and equipment at all times and report any known issues/concerns to Supervisor immediately
- (i) At the request of Manager or Director, prepare reports and deliver presentations to Council/Committee, and/or other groups, including Department Heads
- (j) Prepare Request for Proposal/Request for Quotation documents as required from time to time to follow the purchase process based on corporate policy and by-law. These duties may include all or some of the following:
 - (i) Research other municipal best practices, current technology or local contractors that could complete the contract or provide the service
 - (ii) Draft the documents for the proposal/quotation as required by the purchasing officer
 - (iii) Participate in the issuance of the RFP/RFQ and the evaluation process.
 - (iv) Assist with project management to complete the required work
- (k) Support the Crossing Guard program by conducting field inspections to assess the performance of Crossing Guards and to monitor adherence to procedures and uniform requirements, assisting to organize and participate in conducting orientation and training programs for new and existing Crossing Guard staff, and performing Crossing Guard duties when required
 - (i) Lead operational training and orientation for new and existing departmental staff on departmental policies, practices, and procedures.
 - (ii) Provide supervision when necessary and ongoing mentorship to junior and seasonal staff, providing input on various bylaw matters and guiding actions toward division



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standards and expectation.

5. Parking (5%):

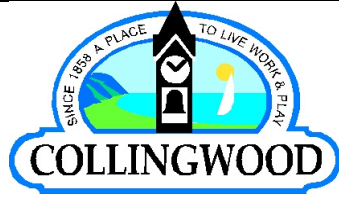
- (a) Issue parking infractions outside of the Business Improvement Area (e.g., Fire Routes, Accessible Parking, School Zones etc.)
- (b) Input ticket information into the parking ticket system
- (c) Provide assistance with the parking administrative duties as required
- (d) Participate in the collection and safeguarding of coinage from meters
- (e) Assist with the maintenance of parking meters and equipment as required
- (f) Participate in the First Attendance Process for Parking Tickets

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.

Qualification of the Job

1. Diploma in Police Foundations or Law & Security program, or successful completion of a Municipal Law Enforcement training course.
2. Municipal Law Enforcement Officer Certifications MLEO-C and Certified Property Standards Officer (CPSO).
3. Minimum three (3) years experience in by-law administration and/or enforcement environment.
4. Thorough working knowledge of the Provincial Offences Act, Planning Act, Building Code Act, Highway Traffic Act, Municipal Act, Dog Owners' Liability Act, Fire Protection and Prevention Act, Ontario Heritage Act, Evidence Act, Occupational Health and Safety Act, Municipal Freedom of Information & Protection of Privacy Act, related regulations, and inspection and enforcement practices
5. Working knowledge of pertinent sections of the Building Code Act, including building construction techniques and materials
6. Demonstrated ability to interpret data, identify problems and make recommendations for process improvements, conduct research, prepare reports, and deliver presentations, think and act strategically in a political and community service environment, develop, promote and maintain effective and collaborative liaison with staff, external agencies, government agencies, the general public, suppliers, consultants, contractors and other stakeholders, maintain a high standards of public relations at all times, lead and inspire innovation and the adoption of best practices, and align Division services with departmental and corporate goals/objectives
7. Excellent interpersonal, customer service, project management, organizational, analytical, written and oral communication, prioritization, problem solving, teamwork, staff leadership and supervisory skills
8. Computer literacy utilizing Microsoft Office Suite (Excel, Outlook, PowerPoint, Word), Microsoft Project, Microsoft Visio, Adobe Professional, GIS software, database software, records management software and inspection tracking software
9. Availability to work a variety of shifts (afternoon, evenings, weekends, and statutory holidays), and to be on-call and respond to after-hours questions, concerns, and/or emergencies for animal control matters
10. Physically able to carry out the duties of the position including the climbing of stairs and ladders and the walking over rough terrain
11. Demonstrated ability to read building plans with respect to structural systems, plumbing systems,



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- heating systems and lot grading
12. Availability to accommodate deadlines, meeting attendance and/or peak period workloads that may extend beyond the normal workday or may occur on evenings/weekends, as may be required
 13. Valid Class 'G' Driver's Licence in good standing and a current Driver's Abstract with results satisfactory to the Employer. Ability and willingness to travel within the community as required.
 14. Possess 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 no undue fatigue regarding sitting, standing, or walking. Daily tasks may include operating a computer, visiting sites, meetings, training, concentrated attention to detail during report review, analysis of various information and computer work. Individual must operate office equipment such as computers, copiers, and scanners.

Normal hours of work are thirty-five (35) hours per week, usually Monday through Friday, 8:30 a.m. to 4:30 p.m. with a one (1) hour unpaid meal break. Flexibility in scheduling is necessary to as there will be the requirement for evening and weekend shifts, scheduled on-call rotation including the need to respond to carry a cell phone, respond to urgent matters, or attend to functions outside of normal work hours, and/or work overtime as needed.

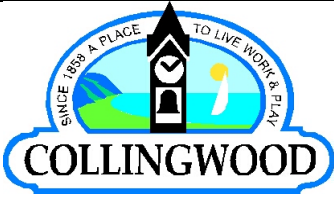
Physical Environment: Working conditions vary from a normal office environment to exposure to inclement weather conditions. May attend areas under construction, uneven ground, unsafe buildings and large properties. May be exposed to dust, dirt, vehicle fumes, heat, cold, interruptions, noise, mould spores within marijuana grow locations, bed bugs, fleas, cockroaches and other insects.

Sensory Attention: Visual concentration and repetitive keyboarding tasks. Ability to coordinate hands and eyes rapidly and accurately when using equipment. Periods of continual visual concentration and must be able to distinguish numbers and characters on an electronic screen. Vision abilities required include close vision, colour vision and ability to adjust focus. Requires the ability to prepare and read a variety of reports, technical documents, letters/correspondence, etc. The ability to communicate effectively including explaining processes instructions and speaking before groups of people.

Stress: Limited mental stress, in normal situations with various pressures where the seriousness of the outcome will range from limited to uncertain. Some 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 difficult or emergency situations.

Contacts and Dimensions

Direct Reports:	0
Indirect Reports:	13
Total Employees Serviced:	13
Other Working Relationships:	Incumbent communicates regularly with staff, Town solicitor, Court personnel, provincial agencies, police staff, contractors, downtown businesses, local citizens and visitors to the Town, Humane Society, Ministry of Environment, Ministry of Health and the Ministry of Transportation.



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Budget: n/a
Salary Budget: n/a

Review

Employee Name (print): _____ Date: _____

Signature: _____

Supervisor Signature: _____ Date: _____

Manager Signature: _____ Date: _____