



Competition #19/185
Internal/External Posting
Closing date: October 15, 2019

Bylaw Officer (Continuous)
Legislative and Regulatory Services Department

POSITION FUNCTION

Investigate complaints and respond to inquiries in relation to municipal bylaws and related provincial statutes. Promote voluntary compliance and where required, undertake prosecutorial or administrative action in order to obtain compliance. Conduct inspections and monitor activities to determine compliance in accordance with City bylaws. Assist City Departments in obtaining compliance to department specific regulatory requirements.

KEY DUTIES

Provide high levels of excellent customer service while investigating complaints and responding to inquiries from the public, businesses, police, management other City departments and outside agencies; manage assigned case files and promote voluntary compliance through outreach, education and providing advice. Where necessary, initiate administrative sanctions, prosecution, and remedial actions to obtain compliance with City bylaws. Collect physical evidence and obtain statements as necessary to support court prosecutions.

Work collaboratively with staff from other City Departments to assist them in achieving their policy objectives through voluntary compliance with regulatory requirements applicable to their program areas. Provide assistance in areas of education, outreach, inspection, investigation and enforcement as required.

May be assigned to administer business license program by approving new business licenses and temporary changes to liquor licenses, monitoring businesses for bylaw compliance and responding to inquiries and providing information to current and prospective business owners.

Prepare and serve Municipal Ticket Informations; prepare *Offence Act* Informations; serve summonses; appear in court as a witness; prosecute disputes of Municipal Ticket Information; attend payment hearings and follow up to ensure Court orders are complied with; manage and follow-up on administrative and remedial actions on behalf of the City, including oversight of remediation work undertaken by contactors; research and interpret building plans pertaining to inspections and regulation to determine designated land use; conduct land title searches for ownership and identify easements and rights of way to enable effective communication with respect to ongoing investigations; attend meetings of Council and Committees to provide evidence related to bylaw non-compliance; oversee remedial action directed by Council under the *Community Charter* and/or various bylaws.

Conduct proactive patrols, regulatory inspections and monitor compliance of regulated activities to determine compliance with applicable bylaws. Conduct compliance and enforcement activities, including verbal and written communication with representatives, owners and other individuals; impound chattels from public property or for evidentiary purposes which include completing administrative requirements and arrange for secure storage.

Facilitate meetings with City staff, Police Department and/or relevant agencies to remediate properties that are not compliant with City bylaws or in accordance with remediation order under the *Community Charter* or a City bylaw. Ensure Bylaw Services enforcement and police investigations are not compromised while carrying out inspections and investigations; the Police Department in conducting site inspections; monitor compliance particularly in public spaces, follow up all safety issues identified through inspections.

Prepare a variety of routine correspondence and reports for the public, Council and Committee relating to bylaw compliance and enforcement and other regulatory matters; maintain accurate, detailed notes on bylaw enforcement and records.

Perform related duties where qualified.

INDEPENDENCE

Work is generated through complaints and enquiries, proactive patrols or is assigned by supervisor.

Work is reviewed through reports and discussions with supervisor.

WORKING CONDITIONS

Physical Effort:

Walk on inspection route 3 km. (often)

Lift and move medium weight materials. (occasional)

Mental Effort:

Deal with conflicts, negative comments and emotionally charged situations. (frequent)

Deal with difficult situations and problems that are hard to resolve. (frequent)

Visual/Auditory Effort:

Normal.

Work Environment:

Office.

Work outside in all weather conditions. (frequent)

Work in an environment where protective measure must be taken to avoid exposure to unpleasant odours, waste products, noise and other hazardous materials. (often)

Exposure to potentially abusive people. (frequent)

Enter derelict buildings. (occasional)

Work irregular hours. (premium item)

KEY SKILLS AND ABILITIES

Organize and prioritize work.

Able to work collaboratively with large and small teams of people and provide expertise on procedures and practices necessary to gain compliance with regulatory requirements.

Understand and apply the techniques of bylaw enforcement, case file management, legal sampling procedures, evidence standards, civil and criminal court processes, permit application and inspection process.

Understand and apply City Bylaws, related legislation and regulations and policies for purpose of bylaw enforcement and investigative procedures.

Excellent customer service and communication skills.

Working level operation of current City of Victoria word processing, spreadsheet and related specialty software.

Maintain accurate records.

Establish and maintain effective working relationships.

Deal effectively with the public and outside agencies.

Work safely.

QUALIFICATIONS

Formal Education, Training and Occupational Certification:

High school graduation.

Level 1 Bylaw Compliance, Enforcement and Investigative Skills Certificate. (12 weeks)

Accredited courses in regulatory/public administration or related discipline. (1 year)
Maintain current De-escalation and Use of force Certification.
Can-Bike II, Advanced Urban Cycling Course or equivalent certification. (preferred)
CPTED level 1 or higher. (preferred)
Current and valid Class 5 B.C. Driver's Licence.
Required to obtain criminal record clearance.

Experience:

3 years of related experience.
or an equivalent combination of education and experience.

OTHER:

May be requested to substitute in a more senior position.

Work schedule: 35 hours per week

\$39.54 per hour, Pay Grade 13

Job Code # 4110

This is a CUPE Local 50 Position

To apply for this opportunity you will need to create an online profile or log back in to our career portal at www.victoria.ca/jobs - only online submission will be considered. All applications must be submitted online by 4:30 pm on the closing date noted on the posting. Please be prepared to provide proof of qualifications and supporting materials as outlined in your resume

City of Victoria is an equal opportunity employer committed to establishing an inclusive, equitable, and accessible environment for all. All qualified applicants will receive consideration for employment without regard to race, national origin, age, sex, religion, disability, sexual orientation, gender identity or expression, marital status or any other basis protected by applicable law.

We are committed to ensuring that reasonable accommodations are made available to persons with disabilities during the recruitment cycle and will provide reasonable accommodations upon request. If you require assistance or an accommodation due to a disability, please email us at HR@victoria.ca