



BYLAW COMPLIANCE CLERK

(Regular)

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| Competition #: | 142-COV-23 |
| Closing Date: | Internal applicants – August 8, 2023 External applicants – August 15, 2023 |
| Rate of Pay: | \$33.36 per hour (as per CUPE, Local 626, Vernon Civic Employees Collective Agreement) |
| Band: | 6 – Schedule A (as per CUPE, Local 626, Vernon Civic Employees Collective Agreement) |
| Days/Hours: | Monday to Friday / 35 hours per week |

Reporting to the Manager, Protective Services, this position provides a variety of administrative services that support the Bylaw Compliance section.

Duties Include:

- Reviews bylaw compliance information provided by Officers for conformity with established standards and enters the same into database applications following established protocols and procedures.
- Answers general inquiries and interprets common bylaw legislation information to clients by telephone, written, and in-person in accordance with procedure and policy and makes file referrals to Officers or other divisions as necessary.
- Prepares form letters for Manager's signature and ensures that requirements for file copies and attachments are met prior to mail out.
- Reviews parking, traffic (Bylaw Offence Notice), and MTI ticket information received, for conformity with established standards and procedures.
- Enters and queries ticket appeals and Screening Officer decisions within the automated tracking systems, and responds to client enquiries.
- Runs and analyzes reports, prepares mail outs related to the ticketing systems, and ensures conformity with established procedures.
- Enters payments, prepares bank deposit and balances cash receipting system. Maintains float for cash receipting system.
- Prepares a variety of statistical reports and compiles information as requested.
- Inputs data into the appropriate system in accordance with established procedures; composes letters and correspondence as requested. Advises the Manager where there appear to have

been data or data entry discrepancies between Finance, RCMP or other departments and the Bylaw section.

- Maintains and coordinates complaint and operational filing systems.
- Refers enforcement matters to the Manager, appropriate authority, and/or Bylaw Compliance Officers as required.
- Maintains and protects the confidentiality of certain records and information, exercising considerable public relations tact.
- Liaises with other City divisions, enforcement authorities, and other community organizations in referring complaints, providing information and assisting with the coordination of cooperative enforcement programs.
- Reviews local advertising mediums to assess compliance with relevant City bylaws and initiates enforcement action by other bylaw staff when required.
- Complies with WCB regulations, identifies safety concerns, and actively participates in corporate safety programs.
- Performs other related duties as assigned.
- All persons employed by the City of Vernon will be required to assist the City in providing emergency services. Duties assigned during an emergency may differ from regular duties.

Required Education and Experience:

- Completion of a recognized certificate program in office administration, legal secretary, or equivalent.
- minimum one year experience working in office administration, with preference given to candidates with experience in a bylaw, legal, court, or municipal environment.
- A combination of related education and experience may be considered.

Required Knowledge, Skills and Abilities:

- Ability to type 50 correct words per minute.
- Ability to key 100 key strokes per minute.
- Proficient using Microsoft Word & Excel and related data base applications such as Tempest.
- Demonstrated ability to interpret common bylaw legislation to clients.
- Considerable diplomacy and exceptional interpersonal skills.
- Skilled in de-escalating public interactions in a calm and empathetic manner.
- Ability to conduct detail oriented data entry and to check data for conformity to ensure compliance.
- Knowledge of the implementation and processing requirements of the various tracking systems.
- Ability to work independently.
- Demonstrated organization skills.
- Ability to obtain and maintain an acceptable police information check.
- Ability to obtain an RCMP enhanced security clearance.

Preferred Education and Experience:

- Level 1 Bylaw Enforcement and Investigative Skills Course.
- Completion of courses in verbal de-escalation, crisis prevention, or non-violent confrontation management.
- Formal training in Business Writing.
- Minimum 2 years' recent experience in office administration.

To Apply:

Please submit your resume, quoting the appropriate competition number to: Human Resources, City of Vernon, using **one** of the following methods:

- Online at www.vernon.ca (In MS Word or PDF Format) or
- By Fax: (250) 550-3551

Internal Applicants:

- Internal applicants are asked to complete the *Internal Application Form* located on Jostle and forward this along with a resume.

By making application, you are authorizing the City of Vernon to verify, through whatever means deemed appropriate, any information included in your applicant profile.

The City of Vernon wishes to thank all applicants; however, only those candidates selected for an interview will be contacted. No phone calls please!