

Bylaw Intake Administrator (Relief)

📄 Bylaw Services | 💰 \$ 28.67-31.81 per hour | 📄 Other | 🏢 CUPE | 📄 15% in lieu of benefits, vacation and statutory holidays

Penticton is a vibrant, innovative, healthy waterfront city focused on sustainability, community, and economic opportunity. At the City of Penticton, our goal is to serve our residents, businesses, and visitors through good governance, partnership and the delivery of effective and community-focused services.

The City of Penticton is looking to fill the relief position of **Bylaw Intake Administrator** on our Bylaw Services team. The Bylaw Services Department provides citizens with a variety of services related to regulatory issues, to enhance community safety and livability, and to be a complement to police services. The Bylaw Services department is committed to the delivery of professional bylaw education and enforcement in a timely and effective manner, and accordance with Council direction.

Reporting to the Bylaw Services Manager, the **Bylaw Intake Administrator** is the first point of contact for the majority of all bylaw complaints and is responsible for a range of administrative duties related to the daily operations of the Bylaw Services Department. The **Bylaw Intake Administrator** requires outstanding customer service skills and the ability to explain and rationalization of municipal bylaws.

Responsibilities:

- Main duties involve the gathering of relevant information from a customer to prepare, enter a bylaw file and triage calls for service based on prioritization levels (i.e. Safety risk, Complainant history, Homeowner history, referral to RCMP, EHS, FIRE).
- When applicable, provide an early compliance grace option to the bylaw violator. Assign files to an investigating Bylaw Enforcement Officer if non-compliant after the early compliance grace option. The Bylaw Intake Administrator will communicate the status of the file to the complainant during and upon completion of the file while maintaining discretion surrounding anonymity and confidential information.
- Dispatch all Calls for Service to Bylaw Enforcement Officers in the field using two-way radio communications.
- Respond to the front counter, phone calls, and all public inquiries related to bylaws. Conduct regular officer safety checks for officers on duty in the field.
- Prepare administrative documents, notices, and letters related to bylaw files.
- Handle monies for processing department initiatives (ie. Kindness meter). Ticket payments.
- Prepare statistical reports and tracking documents for monthly department operations. Intake bylaw ticket disputes and prepare disputant and Bylaw Enforcement Officer evidence packages for review by the Screening Officer/ Manager.
- Liaise with other city departments and outside agencies.
- Performs related work as required.

Required Knowledge, Abilities & Skills:

- Keyboarding speed of 60 wpm accompanied by a high degree of accuracy in data entry.
- **Customer service:** Ability to gather information from complainants by phone, e-mail, front counter-triage, prioritize calls for service based on severity, safety factors, history, etc. (approx. 6,000/year).
- **Communication:** Ability to effectively communicate internally with team members and City departments, and externally with our community on a variety of complex bylaw enforcement matters. Verbal and written communication skills are critical to success in this position.
- **Positive attitude:** Personality to promote a positive work environment, ability to meet challenges, handle pressure, and resolve problems while maintaining a respectful/professional rapport.
- **Technical/Administrative:** General office experience is required, computer skills to effectively initiate a call for service file, update, assign calls for service to Bylaw Enforcement Officers and provide any relevant data to complainants or Officers as requested. Assist Officers and Supervisors with department documents including preparation and updating of letters, reports, notices, forms, etc.
- **Relationship Building:** Develops positive working relationships with residents, and contacts throughout the community to facilitate resolution of bylaw complaints.
- **Local Government experience:** Familiarity with Municipal bylaws and knowledge of Criminal Code matters. Bylaw Enforcement Officer Authority and job duties to educate the public with bylaws, legislation, related penalties, policies and procedures etc. Exceptional time management skills and the ability to multi-task would be an asset. Working closely with the department supervisor to determine department priorities and initiatives.

Education, Training & Experience:

- Completion of Senior Secondary School education supplemented by relevant Office Administration and/or Bylaw Enforcement courses.
- Minimum of one year experience in a Bylaw Services department or related enforcement field.
- Minimum of three years experience dealing with the public, both on the phone and face-to-face counter work.
- Minimum of five years' experience in an Administrative/Clerk role, or combination of the above.
- An equivalent combination of education and experience may be considered.

At the City of Penticton, we recognize that great talent and great ideas come from a variety of backgrounds. Tapping into the diversity of our community makes us all stronger and allows us to serve Penticton even better.

That's why we welcome all applicants to consider joining our team. We encourage Indigenous persons, people of colour, all genders and expressions, 2SLGBTQIA+, persons living with disabilities, and others who reflect our ever-changing workplace to apply.

So, if your experience is close to what we're looking for, we would love a chance to talk about working with you. We welcome your cover letter and resume by **May 8, 2024**.

Position type: Relief as and when required, no guaranteed hours.
Wage: \$28.67 to \$31.81 per hour (Pay Grade 9, CUPE)
Benefits: Additional 15% in lieu of benefits, vacation, and statutory holidays

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We want to thank all applicants; however only those chosen for an interview will be contacted.