

## Bylaw Enforcement Officer - Community Safety

📅 Posted 04-Nov-2024 (PST) | 🏢 Bylaw Services | 💰 \$ 36.93-40.71 per hour | 🕒 Hourly | 🏠 Full-time Permanent | 🏢 CUPE  
| 📍 Attractive benefits, vacation and pension package

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 two positions of **Bylaw Enforcement Officer - Community Safety** in our Bylaw Services Department. The Bylaw Services department provides citizens with a variety of services related to regulatory issues, with the purpose of enhancing 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 in accordance with Council direction.

Reporting to the Bylaw Services Manager, the Bylaw Enforcement Officer - Community Safety (BEOCS) performs administrative, inspectional, and regulatory work to enforce bylaws relating to property use, buildings, parking, business regulations, zoning, noise, sign, etc. The BEOCS position proactively and reactively investigates bylaw violations, seeking for compliance through education and enforcement options. The BEOCS position has daily public contact by explaining and rationalizing bylaw provisions.

In addition to the key accountabilities of the Bylaw Enforcement Officer (BEO) position, the BEOCS position works proactively to provide enhanced community safety, engagement, and support. The City of Penticton is currently evaluating the program structure and compensation.

### Key Accountabilities:

#### Community Safety

- Work to identify vulnerable populations at-risk and work with community partners to connect to community services.
- Work with the Social Development Department and community partners on the development of proactive approaches to enforcement with vulnerable populations.
- Support and attend the Coordinated Access Supportive Housing (CASH) table with community partners to share information for vulnerable individuals in need of housing.
- Identify individuals at most acutely elevated risk in the community and bring individual's information to the Community Active Support Table (CAST) for a collaborative intervention.
- Through proactive patrols, identify persons in medical distress and contact appropriate agency.
- Administer naloxone in drug overdose situations.
- Liaise with other city departments, regulatory and safety agencies such as the RCMP, Fire Department, community partners, etc. to resolve issues collaboratively.

#### Bylaw Enforcement

- Coordinate the investigation and inspection of a customer issue/complaint with a goal of resolving recurring bylaw offences.
- Provide public assistance and supporting evidence in the prosecution of municipal bylaw offences/dispute adjudication process.
- Conduct regular foot and bike patrol of parks, trails, beaches and other public spaces to educate and enforce bylaws and be a visible presence downtown-working in all-weather conditions and in various terrains.
- Through proactive patrols, identify persons in medical distress and contact appropriate agency.
- Manage all assigned calls for service- input notes, evidence and photographs.
- Maintains notes and data, and prepares and delivers written and verbal reports as requested by Bylaw Services Manager.
- Assist with training of new officers, which includes explanation and demonstration of duties and functions through an 'Officer Coaching program.'

#### Public Engagement

- Provide public education and enforcement of all municipal bylaws, including ones related to community safety, livability, and cleanliness (homeless issues, panhandling, nuisances in public places, etc.)
- Assist with customer bylaw inquiries including front counter response as required (i.e., in absence of Bylaw Intake Administrator).
- Provide educational programs in the community.

### Required Knowledge, Skills and Abilities:

- Knowledge of City bylaws, adjudication hearings and City layout.
- Knowledge of municipal bylaws and penalties.
- Knowledge of bylaw enforcement officer authority, rules of evidence, adjudication process and court proceedings.
- Knowledge of computer systems for gathering, tracking and recording investigative information.
- Superior people management skills.
- Objective/Logical (in decision making).
- Problem solving and decision making skills.
- Intermediate to advanced computer skills.
- Ability to provide effective written and verbal communication.
- Ability to handle and resolve confrontational situations. Deal effectively with sensitive issues- conflict management skills.
- Ability to exercise discretion and sound judgement.
- Ability to maintain positive community relations with community partners/stakeholders.
- Ability to work flexible shifts as needed- including evenings and weekends.

### Education, Training and Experience:

- 2+ years of experience dealing with the public in a municipal regulatory capacity.
- Demonstrated experience working with people facing homelessness, including those with serious mental illness and/or addictions ,and complex health and social issues.
- Conflict management and resolution training.
- Completion of Grade 12, supplemented by both the Bylaw I & II certification (Justice Institute of British Columbia or equivalent).
- Completion of coursework related to the social sector, including but not limited to social work, sociology, dispute resolution, criminology, social justice; or,
- An equivalent combination of education, training, and experience.
- Ability to undergo and pass a Police Information Check (Vulnerable Sector).

### Require License(s):

- Valid Class 5 B.C. Driver's License

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 **November 17, 2024**.

<b>Position type:</b>	Full-time Permanent (40 hours per week). This position involves irregular hours and days of work, and may include weekends and evenings.
<b>Wage:</b>	\$36.93 - \$40.71 per hour (Pay Grade 13, CUPE)
<b>Benefits:</b>	Attractive benefits, vacation and pension package
<b>Competition #</b>	24-119