

Bylaw Compliance Officer (Regular)

Job Requisition	JR-2025-161 Bylaw Compliance Officer (Regular) (Open)
Job Family	CUPE
Start Date	2025-09-15
End Date	2025-09-30
Primary Posting	No
External Posting URL	https://vernon.wd10.myworkdayjobs.com/Vernon-Career_EXT/job/Parkade-Building/Bylaw-Compliance-Officer--Regular-_JR-2025-161
Description	Internal Closing Date: Sept 23, 2025

External Closing Date:

Sept 30, 2025

Note: Posting comes off at 12:00AM on the closing date, with the competition closing at 11:59pm the day prior.

Hourly Rate:

44.75

Minimum Weekly Hours:

35

Two (2) Positions Available

Reporting to the Assistant Manager, Protective Services, this position performs administrative and regulatory enforcement duties by responding to complaints, conducting follow up investigations and inspections as required in support of City bylaw regulations while adhering to general Division policies and departmental operational procedures. Officers provide exceptional customer service to gain compliance through a variety of enforcement techniques utilizing discretion and critical thinking skills for an effective resolution.

Duties Include:

- Receives, processes, investigates complaints and enforces all municipal bylaws, including but not limited to Good Neighbour, Parks and Public Places, Zoning, and Traffic bylaws. Resolves bylaw complaints in an effective and efficient manner in accordance with City policies and operational procedures.
- Resolves bylaw complaints through a progressive enforcement model effectively utilizing appropriate enforcement techniques.
- Promotes public safety throughout the community, City parks, downtown business improvement area(s) by foot, bike or vehicle patrols.
- Responds to complaints where individuals may be affected by mental health and substance use or are experiencing homelessness.
- Conducts evening park patrols and secures City park infrastructure.
- Inputs notes, photos, email and other records, prepares, records and reports on issues relative to bylaw enforcement activities as requested in accordance to the City's records management policy and operational procedures.
- Prepares clear, concise, accurate written correspondence to effectively represent the Corporation and department.

- Supports team development by mentoring and guiding new officers.
- Answers telephone, written and in-person inquiries related to bylaw enforcement matters with the ability to direct clients to the appropriate City department or external agency.
- Maintains contact and liaises with City departments, and outside agencies and conducts educational presentations to applicable stakeholders.
- Conducts investigations, compiles evidence, lays charges (summons) and attends court as required.
- Acts as a City representative in the Municipal Ticket Information and Bylaw Offence Notice Enforcement systems by writing and delivering ticket information's, and presents evidence in adjudication hearings and provincial court as required.
- Prepares departmental correspondence for supervisors or own signature.
- Responds to complaints regarding Traffic Bylaw violations in all areas of the City and issues violation tickets or warning notices as applicable.
- Collects monies, performs maintenance duties and conducts enforcement related to the parking system when required.
- May act as a courier delivering City deposits as needed.
- Performs related duties as required.
- 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:

- Minimum three (3) years experience in compliance, enforcement, policing, corrections, or relevant equivalent.
- Current valid BC Class 5 driver's license with a driver's abstract acceptable to the City.
- Level 2 Advanced Bylaw Enforcement and Investigative Skills Certificate.
- A combination of related education and experience may be considered.

Required Knowledge, Skills and Abilities:

- Ability to learn and apply all City bylaws, Department policies and procedures in addition to related municipal and provincial legislation.
- Proficient in the use of computers, automated systems and related software programs, other related database programs and general office equipment.
- Proven ability to efficiently use modern phone technology with reasonable speed and accuracy as related to essential operational processes and officer safety.
- Communicates in a courteous, tactful and diplomatic manner where people are agitated.
- Skilled in effectively defusing agitated persons.
- Ability to work with a diverse and at-risk population.
- Ability to tactfully communicate with and resolve bylaw matters with individuals that may be affected by mental health and substance use or are experiencing homelessness. Uses sound judgement, conflict resolution and de-escalation techniques to resolve bylaw related complaints or calls an appropriate agency for assistance.
- Exercises independence, discretion and mature judgement in problem solving to achieve compliance to effectively manage calls for service.
- Articulates well both verbally and in writing to professionally respond to the public, business community and other agencies.
- Proven ability to draft and write business correspondence such as reports, letters, emails, memos that demonstrate an understanding of proper sentence structure, grammar, and professionalism.
- Fosters and maintains professional relationships with partner agencies.
- Knowledge of Bylaw Enforcement Officer authorities including the Bylaw Notice Enforcement Act, Municipal Ticketing Information system and related provincial court

- documents and proceedings.
- Physical ability to perform the required work in all weather and terrain conditions.
- Ability to obtain a statutory approval appointment by City Council if required to enforce bylaws.
- Ability to obtain and maintain an acceptable Criminal Record Check and Vulnerable Sector Check.
- Ability to obtain and maintain an RCMP Enhanced Reliability Security Clearance.

Preferred Education and Experience:

- Post secondary courses in municipal administration or courses related to compliance and enforcement.
- Three years experience in bylaw enforcement or related fields.

Preferred Knowledge, Skills and Abilities:

- Supervisory experience or leadership training.
- Recognize opportunities for department operational efficiencies and present options and suggest implementation.

To Apply:

Please submit your resume, quoting the appropriate competition online at [vernon.ca/careers](https://www.vernon.ca/careers) by selecting “apply” and creating a candidate profile.

- Internal applicants are asked to apply using their worker profile.

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. Please note that we are unable to accept phone calls regarding application status.

Worker Sub-Type	Permanent
Location	Parkade Building
Time Type	Full time
Locations	
Supervisory Organization	Bylaw Compliance Team