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Town of Aurora

Employment Opportunity

Corporate Services

Division of Human Resources

Coordinator, Bylaw Services

Employment Type: Permanent, Full Time

Location: Aurora, Ontario

Salary Range: \$74,158.85 - \$90,951.15

Vacancy Reason: Permanent Replacement

Closing Deadline: May 28, 2026

The Town of Aurora is located in the heart of York Region and just 30 kilometers north of Toronto. Our vision is to become a progressive community with a small-Town charm and our mission is to deliver exceptional services that make people proud to call Aurora home. Our workforce is talented, diverse, and committed to fostering a culture that exemplifies teamwork, embraces innovation, and values diversity, equity, and inclusion to achieve mission excellence. It is important that our workforce reflects the citizens we serve. Come join us at the Town of Aurora, "You're in Good Company".

Position Summary

Reporting to the Manager, Bylaw Services, the Coordinator, Bylaw Services is responsible for providing clerical and administrative support to the Bylaw Services section, including organizing and reporting information to the courts and other agencies, processing Parking Penalty Notice payments, maintaining enforcement records, and providing customer service and reception support related to parking and municipal by-law matters.

Responsibilities

- Provide reception and telephone support for the Bylaw Services section, responding to public inquiries and complaints regarding parking infractions and bylaw enforcement matters, and directing or resolving concerns as appropriate.
- Maintain accurate records within Cityview and other departmental systems related to complaints, Parking Penalty Notice, and enforcement activities.
- Process Parking Penalty Notice payments, including data entry, reconciliation of payments, matching records, and follow-up on NSF cheques.
- Retrieve, upload, and maintain confidential vehicle ownership information through Ministry of Transportation systems in accordance with privacy requirements.
- Record, file, and maintain Parking Penalty Notice information issued by Bylaw Enforcement Officers and Police Services, ensuring all voided tickets are properly authorized and documented.
- Prepare weekly Parking Penalty Notice enquiry reports and electronically file court documentation and related materials.
- Prepare and process court-related documents including trial requests, summonses, and supporting documentation in a timely and accurate manner.
- Reconcile summary listings to Parking Penalty Notice accounts and update records related to court payments and enforcement activity.
- Compile, maintain, and summarize statistical information and reporting data as requested.
- Maintain and update pet licensing records and prepare renewal notices for residents.
- Administer the Town's Permit Parking Program, including processing applications and coordinating winter parking permissions.
- Coordinate and oversee two-way radio communications to dispatch by-law officers, monitor field activities in real time, and support efficient response operations.
- Provide operational support and coverage for the Screening Officer as required.

Qualifications

- Completion of a Community College Diploma in Business Administration, Municipal Administration, Municipal Law, or a related discipline.
- Minimum of four (4) years of clerical and administrative experience in a customer service environment, including public interaction and cash handling responsibilities.
- Strong working knowledge of Microsoft Office Suite including Word, Excel, and Outlook. Experience with PayTickets, AMPS, Citation, ARIS, ICity, and Cityview software is considered an asset.
- Excellent organizational, interpersonal, filing, mathematical, and accuracy skills with strong attention to detail.
- Ability to prioritize workloads, manage competing deadlines, and work effectively under pressure.
- Strong customer service skills with the ability to communicate courteously and effectively with the public, staff, elected officials, courts, and other levels of government
- Demonstrated ability to manage difficult or confrontational situations professionally and tactfully.
- Ability to maintain confidentiality and handle sensitive information with discretion.
- Experience working with electronic filing systems and administrative reporting processes is considered an asset.

Successful applicants to this position will be required to provide a **Police Criminal Record Check** that is satisfactory to the Town prior to their start date at the applicants' own cost.

If you are interested in joining our dedicated team of municipal professionals, please visit our [Jobs - Town of Aurora](#) page and apply to the position directly.

The Town of Aurora is an equal opportunity employer that is committed to an inclusive, barrier-free recruitment and selection processes and work environments. We are committed to recognizing and celebrating the diversity of opinion, talent and expertise that make each person unique. We thank all applicants and advise that only those selected for an interview will be contacted.

Applicant information is collected in accordance with the Municipal Freedom of Information and Protection of Privacy Act and will be used to determine qualifications for employment with the Town of Aurora. Questions about this collection of personal information should be directed to the Human Resources Division at 905-727-3123.

Artificial Intelligence Transparency Notice

At the Town of Aurora, we are committed to transparency and fairness in our recruitment process. While we utilize a recruitment system (ADP Workforce Now) with Artificial Intelligence (AI) powered capabilities, we do not currently use AI technology to screen, assess or select applicants relating to the recruitment process. While our system is equipped with AI tools, we prioritize a human-centered approach to recruitment. All candidate evaluations are conducted through direct human interaction, ensuring that hiring decisions are based on a thorough review of qualifications, skills, experience, and corporate cultural fit. We remain committed to transparency, fairness, and compliance with all relevant legislation, including Bill 149, in order to protect the rights and privacy of all applicants.