

**CHIEF BYLAW ENFORCEMENT OFFICER**

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**REPORTS TO:** GM, Planning & Development**DATE:** June 2024**APPROVED BY:** GM, Planning & Development**LOCATION:** Field Road, Various Locations**EXEMPT (Y/N):** Yes**DIVISION:** Bylaw Services**SALARY LEVEL:** Exempt Grid**DEPARTMENT:** Planning and Development Services*Replaces: New**Date: n/a*

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**SUMMARY:**

Reporting to the General Manager, Planning and Development Services, is responsible for ensuring public safety through compliance and enforcement of applicable bylaws, providing public education and awareness programs and services, guiding, motivating, developing, and providing leadership to divisional staff, coordinating and conducting investigations, addressing bylaw interpretation and enforcement related matters, liaising with a variety of internal and external contacts, reviewing and amending of bylaws, and ensuring patrols are conducted throughout the Sunshine Coast Regional District.

**KEY RESPONSIBILITIES** *include:*

1. Develops, manages, and monitors strategic goals, objectives, policies and procedures and align with Board, Corporate, and Department objectives.
2. Ensures appropriate responses are addressed arising from enquiries and complaints from businesses, the public and other divisions regarding applicable bylaws.
3. Oversees the investigation of reported infractions and complaints including conducting on-site inspections of businesses and private properties to verify compliance with applicable bylaws.
4. Ensures that bylaw files are handled in a safe and practical manner with appropriate tact, diplomacy, and consideration.
5. Reviews and assesses files, recommends legal action, prepares and assembles documentation for legal proceedings, liaises with legal counsel on file progress, and appears in court and at adjudication hearings as required.
6. Represents the Bylaw Enforcement division in various internal and external meetings, including those with the general public, providing interpretation, explanation and advice on related matters.
7. Establishes and maintains cooperative networks and leadership in support of coordinated, systems-based approaches to the delivery of bylaw and public safety services with internal and external partners (i.e., Indigenous partners, Vancouver Coastal Health, business community, local service providers, school district, provincial partners, etc.).
8. Acts as a resource for interpreting bylaws and in the review, amendment and development of bylaws and associated work methods, procedures, and strategies to ensure compliance within the community.
9. Prepares a variety of reports and correspondence as required including the compilation of inventory lists and statistical data.
10. Recruits, supervises, assigns, reviews, and oversees the work of divisional staff, providing guidance, direction, coaching, training, and corrective measures including disciplinary action as necessary.

**TYPICAL ACTIVITIES** *include:*

1. Ensures that written complaints, documentation, including letters and field reports, and verbal enquiries from the public and staff are addressed, and that issues are effectively managed.
2. Provides information to the public, stakeholders and external agencies about obligations and regulations to promote compliance.
3. Ensures that site inspections are conducted to establish the validity of complaints, obtains all relevant background material, checks zoning and BC Assessment information.
4. Oversees, schedules and makes regular patrols for bylaw infractions, issues warnings or writes and serves Municipal Ticket Information (M.T.I.) and Bylaw Enforcement Notices for the party or parties involved to correct the non-compliance, and posts stop work orders on construction without building permits.
5. Contributes statistics for the Division and for the Planning and Development Department on zoning bylaw enforcement issues, annual reports, and other such data as deemed necessary.
6. Attends court proceedings, signs affidavits, and prepares background case information for Crown Counsel or Regional District solicitors on associated legal matters.
7. Perform related work, as required.

**QUALIFICATIONS, EDUCATION AND EXPERIENCE**

- Completion of Grade 12 or equivalent.
- Completion of a relevant post-secondary Diploma in a relevant discipline through a recognized institution.
- Completion of Bylaw Enforcement Levels 1 and 2 through a recognize institution (i.e. Justice Institute of BC).
- Minimum of five (5) years of experience in a bylaw enforcement role, preferably including a minimum of two (2) years of supervisory experience.
- Successful completion of a course in animal control and handling.
- Valid Class 5 BC driver's licence.
- An equivalent combination of education and experience may be considered.

**OTHER SKILLS/KNOWLEDGE**

- Working knowledge of the Criminal Justice System and Municipal bylaws and policies.
- Working knowledge and associated skills related to the care and handling of animals.
- Proficient with the Microsoft Office Suite and able to accurately and effectively handle data in accordance with best practices in records management.
- Ability to supervise and provide guidance and development of divisional staff and positively contribute to a teamwork environment.
- Working knowledge of the methods and equipment used in the care and handling of dangerous and stray animals and a demonstrated ability to handle these animals.
- Proven ability to analyze, comprehend, and interpret laws and regulations from an enforcement perspective.
- Demonstrates sound judgment and decision-making ability, employing appropriate tact and diplomacy in sensitive situations.
- Strong ability to effectively manage conflict situations.
- Excellent verbal and written communication skills and able to engage in effective active listening.
- A Police Information Check (Vulnerable Sector) is required.