

Town of Wasaga Beach
JOB DESCRIPTION



Department: Bylaw	Division: Administration
Effective Date: January 1, 2007	Revision Date: February 19, 2019
Approved By: Chief Administrative Officer	Wage Range: \$35.25-\$41.23 (2018 rates)
Hours of Work: 40 Hours	Value Group: Group 7

JOB TITLE:

Coordinator, Municipal Law Enforcement /Property Standards

REPORTS TO:

Director, Legislative Services and Town Clerk

SUBORDINATE POSITIONS:

3 Full-Time Employees, 8 to 10 Summer Employees

JOB PURPOSE:

Oversee and provide Municipal Law Enforcement services to the community in a professional, effective and timely and customer oriented manner. Resolve the complaints filed with the ByLaw Department that fall under the Town's mandate such as, but not limited to, Business and Lottery Licensing, property standards, noise, fire, parking, zoning, signs and animal control By-Laws.

Hire, train and monitor Municipal Law Enforcement Officers, Property Standards Officers and summer staff, ensure compliance and that complaints are completed properly, ensure money is handled correctly, ensure parking tickets follow provincial processes, lay charges and prosecute where necessary, and ensure smooth operations of the department.

TASKS:

% of Time

- | | | |
|-----------|---|------------|
| 1. | Administration of Department | 30% |
| | <ul style="list-style-type: none"> • Oversee and supervise the daily activities of the By-Law and Licensing operations, ensuring service to the public is professional, consistent and timely; • Under the direction of the Town Clerk, oversee the day to day operation of Business and Lottery Licensing; • Set schedules, prioritize issues (internal & external), answer telephones, and | |

- advise citizens on By-Laws that are in effect;
- Provide direction and advice to the contracted Animal Control Officer;
- Provide support for the Officers and administrative staff responsible for by-law and licensing matters; provide support and assistance to Officers on more difficult inspections;
- Provide assistance and advice to various Departments on municipal by-laws;
- Monitor and review departmental operating and capital budgets and provide input into budget process;
- Prepare necessary documentation (RFP's) for capital purchases; draft staff reports to Committee/Council;
- Request or recommend new legislation pertinent to By-Law department and other departments as requested; provides feedback, research, draft, and make amendments to By-Laws;
- Attend General Government Committee updating members on monthly activities;
- Liaise with other agencies such as the OPP, MNR, MOE;
- Other duties as directed.

2. General By-Law Enforcement 20%

- Ensure enforcement and compliance with municipal by-laws;
- Receive and investigate complaints and carry out inspections for various By-Laws including but not limited to noise, littering, fire, licensing, firearms, fireworks, Fence Viewers Act, animal control, garbage collection, foul, obstruct highway, lawn watering, parking, snow vehicles, signs, water and sewer connections, property standards and zoning; gathers information and evidence, conducts witness interviews, collects witness statements, prepare summons, and other necessary documents, issues parking tickets and Part I, II & III charges under the Provincial Offences Act;
- Negotiate to ensure that all municipal by-laws and other legislation are adhered to; ensure that compliance is a priority working with business owners, pet owners, members of the public to ensure that the public's best interest and safety are addressed;
- Maintain proper records, databases, computerized and paper, and preparing, collecting and giving evidence;
- Liaises with other departments/agencies to enforce regulations;
- Review special event licensing, related inspection and enforcement, as required.

3. Supervision 15%

- Supervise, coordinate training and provide direction to Full Time, Part Time/Seasonal Employees;
- Participate in interviewing, hiring, orientation and disciplinary process for Enforcement and Licensing staff, in cooperation with HR Coordinator and Town Clerk;
- Prepare and provide annual staff performance reviews;

4. Property Standards Enforcement 15%

- Receive complaints, investigate property, apply By-Law to each situation, if necessary, send Order to Comply under *Building Code*, follow up inspection,

handle requests for extensions, diplomatically resolve situation, ensure compliance, arrange for municipality to clean property (police, contractor, internal staff), apply costs to taxes;

- Receive appeals; arrange/train Property Standards Committee, as Staff Resource to the Committee ensures procedures are followed. Report on activities and file maintenance.

5. Parking Administration

15%

- Set up, install, program and repair parking machines, make decisions on repairs and purchasing new machines;
- Manage the parking ticket program, manage ticket entry, track status, receive personal information from Ministry of Transportation, send Notice of Impending Convictions Letters, more payments arrive, review all eligible tickets for conviction, convict tickets, send notice of fine and due date letter, send for plate denial, receive plate denial payments;
- Manage coin collections for Treasury Department; ensure accountability;
- Manage payments for parking fines over counter, through mail and internet.

6. Prosecution

5%

- Prepare crown briefs, disclosure requests, create information and summons, swear before Justice of the Peace, serve summons, research law, appear in court on behalf of municipality;
- Provide customer service as a parking ticket facility to those who are wishing to dispute their parking ticket. Attempt to resolve parking ticket issue at the counter. If parking ticket resolution is not met further steps are taken; receive requests for trial, complete all necessary court paperwork including court dockets, create crown brief, appear in court on behalf of municipality;
- Maintain the First Attendance Program;
- Liaise with the Town's Prosecutor.

QUALIFICATIONS / EDUCATION:

- College/University Program and General Knowledge specializing in Municipal Law Enforcement Administration and Property Standards/Police Foundations;
- Experience in court prosecutions and providing evidence in by-law and licensing matters;
- Thorough knowledge and understanding of the *Building Code Act, Municipal Act, Provincial Offences Act, Dog Owner's Liability Act*, municipal by-laws, related legislation/Acts/ statutes/ regulations, and current industry practices and procedures;
- Knowledge of parking by-laws, enforcement, licensing processes and animal control;
- Report and by-law writing experience;
- Ability to work independently, and to interact effectively and courteously with all contacts in a political and community/client service environment, to exercise discretion and judgment when handling confidential/sensitive/controversial information and assure the security of such information/files; to building cooperative/collaborating working relations;
- Excellent analytical, problem-solving, organizational, interpersonal, communications,

report-writing, public relations, conflict resolution, time management and inspection skills;

- Ability to act in a confident and professional manner under stressful situations, including providing evidence in court, and respond promptly to customer needs;
- Experience in working in a computerized environment;
- Supervisory experience;
- Valid Class "G" Driver's License and Driver's Abstract in good standing;
- Must be able to work in a variety of conditions and weekends/evenings and operates equipment.

PROFESSIONAL DESIGNATION:

- Certified Municipal Law Enforcement Officer;
- Certified Property Standards Officer.

EXPERIENCE:

Two (2) years previous related job experience, two (2) years on the job, four (4) years total relevant experience.

ACKNOWLEDGEMENT OF RECEIPT:

Employee (please print name & sign)

Date

HR/Manager (please print name & sign)

Date

Department Head (please print name & sign)

Date