

Town of Wasaga Beach
JOB DESCRIPTION



Department: Administration: By-Law	Division: By-Law Department
Effective Date: April 1, 2017	Revision Date: February 19, 2019
Approved By:	Wage Range: \$26.16 -\$30.60 (2018 rates)
Hours of Work: 40 hours/week	Value Group: 5

JOB TITLE:

Municipal Law Enforcement Officer/ Property Standards Officer/ Park Warden
(MLEO/PSO/PW)

REPORTS TO:

Coordinator, Municipal Law Enforcement/Property Standards

SUBORDINATE POSITIONS:

8 to 10 Summer Employees

JOB PURPOSE:

This is an enforcement position requiring the incumbent to function and perform combined duties of both a Municipal Law Enforcement Officer/Property Standards Officer (MLEO), appointed by Town Council pursuant to the Police Services Act and the Building Code Act, as well as those of a Park Warden (PW) appointed under the Provincial Parks and Conservation Reserves Act.

The nature of this position requires a higher focus of Park Warden/MLEO Supervision duties in the summer season (May-Sept) by providing daily direction and guidance. This position ensures that the daily operational requirements, including additional assignments, are fulfilled in an effective and efficient manner, documenting activities and results or seeking guidance for more complex matters.

This position will also be required to perform enforcement duties in relation to all Municipal By-Laws including but not limited to, Property Standards, Noise & Nuisance, Open Fires, Animal Control, Clean Yards, Road Occupancy, Signs, Parking and Zoning which includes inspections, investigating, maintaining proper records, and preparing, collecting and providing

evidence. This position will also be required (when appropriate) to issue Provincial Offence Notices, Parking Infraction Notices, and Part III Summonses.

TASKS:

% of Time

1. Municipal Law Enforcement Duties

40%

- Utilize and maintain issued uniform and equipment as prescribed;
- Respond to complaints (or proactively) investigate potential infractions of all Municipal By-laws and associated legislations to obtain compliance in a timely manner. In addition to operational knowledge of the Municipal Act, a working knowledge of applicable sections of; the Planning Act, Building Code Act, Dog Owners Liability Act, Municipal Freedom of Information and Protection of Privacy Act, and the Provincial Offences Act;
- Maintain notebooks, properly gather evidence including statement taking, complete reports, issue notices, parking tickets (PIN's), or Provincial Offence Notices (PON's) or Summons (104's/long-form Part III);
- Prepare and submit summaries, Will-Says Statements, evidence lists/copies and any other materials/records necessary to prepare cases for court and/or to meet Disclosure requests; must be willing and able to attend all court matters where/when required.
- Always act in a courteous and professional manner when dealing with co-workers, staff, and the public. Attempt to resolve issues or conflicts in a contentious and effective manner to ensure continued compliance is likely;
- Assist, as directed, to support Special Event activities;
- In addition to parking enforcement activities, maintenance monitoring of parking and public area for hazards. Parking machine servicing and assistance with revenue collection and counting;
- Provide residents and visitors alike, with reasonable assistance with many forms of inquiries. Alternatively, refer unresolved queries to another knowledgeable person or organization;
- Assist in office duties as required, including answering phone inquiries, receiving complaints, issuing permits or addressing counter inquiries or other duties as assigned;
- To immediately report all allegations (or personal observations) of any actions, conduct or activities of any sort that involve Town staff and allege (or display) incompetence, maleficence, wrongdoing or any behaviors or communications that could damage the reputation or create potential liability of any kind, toward the Town, the Town staff, contractors, members of council or other associated person(s).

2. Supervision Duties:

25%

- Providing oversight and support to summer MLEO's, summer MLEO/PW's in fulfilling their respective job duties and assignments in a respectful, efficient and effective manner;
- Assist and support the delivery of summer officer training program;
- Actively work supervisory shifts, including days, nights, weekends and holidays during MAY-SEPT summer program;
- Provide timely and professional assistance in answering inquiries or concerns, including formal complaints from members of staff, Council or the general public;

- In consultation with the Coordinator, Municipal Law Enforcement/Property Standards, create and maintain schedules for summer employees and maintain record of attendance
- Annually, to review Training materials for the MLEO's, and Park Wardens ensuring that materials are up to date, accurate and to identify any deficiencies/recommend improvements.
- Instruct Park Wardens / MLEO's on policies/procedures related to Warden activities and the Provincial Park Agreement requirements.
- Ensure that all requests for service are properly responded to in a timely manner and dispositions properly completed;
- Monitor all on-duty shift officers, duty assignments, locations, check-in proceedings, and functional efficiency to ensure operational integrity and officer safety is maintained;
- Monitor all duty assignments, investigations and patrol activities to ensure compliance with operational standards and requirements. Report all operational issues or challenges to ensure corrective actions can be taken in an appropriate timeframe;
- Ensure Park Warden activities comply with all Park Policies, the Park Management Plan and the spirit of the Agreement;
- Ensure all required reports are carefully completed and submitted in accordance with the Agreement;
- Respond to any complaints concerning officer conduct and immediately inform a Supervisor as directed;
- Recommend any procedural/operational functions that need review to ensure objectives can be met.

3. Property Standards Officer 10%

- Enforce the Property Standards By-Law for compliance;
- Receive complaints, investigate property, apply By-Law to each situation; issue Orders as directed to Comply under the *Building Code Act*, follow up inspection, and arrange for municipality to clean property, if necessary.
- Prepare documents, attend and testify at Property Standards hearings.

4. Park Warden duties 15%

- Utilize uniform, essential safety gear and equipment, including body armour as prescribed, while located in the Wasaga Beach Provincial Park regulated areas [those area subject to an Agreement that permits the Town to exercise restricted operational control on these lands (Agreement Area)];
- While operating in conformance to the Agreement, provide security and enforcement functions that allow park visitors to have a peaceful and enjoyable visit without being disturbed by other and protect the parks property and resources;
- To investigate and enforce any potential violations within the Agreement area; this requires working knowledge of the following legislations:
 - Provincial Park and Conservation Reserves Act, 2016
 - Liquor Licence Act
 - Trespass to Property Act
 - Highway Traffic Act
 - Off-Road Vehicles Act
 - Motorized Snow Vehicles Act

- Forest Fires Prevention Act;
- Criminal Code (only those sections directed by OMNRF)
- Receive and resolve Park related complaints;
- Enforcement actions are guided by Ontario Parks policies which include the legislative power to stop persons or vehicles, power to search and seize, the power to arrest and release (or hold) and the power to issue warnings, Offence Notices, or Summons to compel appearance in court;
- Maintain a functional knowledge of the Park Emergency Plan and direct or assist in locating lost or missing persons or in other emergency assignments as required
- Ensure that required reporting to Ontario Parks is fully completed and submitted in accordance with the Agreement and associated policies.
- Attend court, including; prepare all necessary forms, crown briefs, disclosures or statements in a timely and complete manner;
- Comply with all Provincial Park Policies set out in the Agreement;
- Be trained, certified and appointed as a Park Warden and maintain proficiency with all required training and all issued equipment and associated programs or requirements;

Statement of MINISTRY OF NATURAL RESOURCES AND FORESTRY – DUTIES & RESPONSIBILITIES for Enforcement, to be adopted and adhered to pursuant to the Agreement:

Provides technical, operational, monitoring, enforcement and group leadership duties for the successful implementation of the park operating Agreement area by:

- Enforcing provincial statutes (i.e. Provincial Parks and Conservation Reserves Act, Liquor Licensing Act, Highway Traffic Act, etc.);
- Documenting warnings, laying charges as required, and attending court as required;
- Maintaining an accurate and detailed record of all enforcement activities/occurrences, compiling occurrence reports, and preparing seized items for disposal;
- Working in compliance with the Occupational Health and Safety Act and its Regulations and any workplace practices as directed by the employer;
- Ensuring that workers take precautions to protect the health and safety of themselves and others by complying with such acts, codes, policies, procedures or accepted workplace practices as may be appropriate;
- Advising workers of actual and potential dangers in the workplace and the required precautions;
- Providing customer information and/or assistance, hazards and the benefits of wise use of park resources according to park policies, practices and regulations;
- Assisting with the collection of visitor statistics;
- Promoting user compliance with park rules and regulations through public contact and routine/non-routine patrols;
- Carrying out routine facility inspections for their security, damage and to ensure their normal operations;
- Advising/reporting/recording problems, violations and complaints as per Agreement; Providing general resource management information.

5. Other Duties: 10%

- Duties as required during park emergency situations within the Agreement Area only;
- Preparing daily reports as required;

- Provide assistance to various Departments within the Town of Wasaga Beach jobs may include; moving boxes and furniture, delivering letters and notices, picking up parcels, installing and uninstalling parking meters;
- Assist in preparing and maintaining crown briefs for municipal prosecutions
- Daily mail delivery to Canada Post and delivery of bank deposits to bank;
- Provide animal control (paid-on-call) dispatch service on a rotational basis for evenings, weekends and holidays.

QUALIFICATIONS / EDUCATION:

- Successful completion of a minimum two (2) year College/University Program preferably in Law & Security, Police Foundations/BA Human Services or related field or equivalent experience;
- Thorough knowledge and understanding of the *Building Code Act, Municipal Act, Provincial Offences Act, Dog Owners Liability Act*, municipal by-laws, related legislation/Acts/statutes/regulations and current industry practices and procedures;
- Knowledge of Municipal governance structure and common issues of municipalities that involve the Municipal Enforcement Department;
- Demonstrated knowledge of Provincial Offences Act Part I and Part III process and procedures;
- 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;
- Ability to build 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;
- Must be able to work in a variety of weather conditions and operate relevant equipment;
- A valid Class G Ontario's Drivers Licence in good standing, appropriate drivers' abstract and criminal records check, vulnerable sector;
- Standard First Aid and CPR Certificates;
- Successful completion of OMNRF Park Warden training resulting in an appointment; achieving annual recertification thereafter;
- Enhanced Security Screening;
- Initial Certification or Annual Certification Witness – one year;
- Able to work shift work, a variety of shifts, including evenings, weekends and statutory holidays, particularly in the winter and summer months and be on-call as required;
- Must be physically fit and able to work in extreme weather conditions.

PROFESSIONAL DESIGNATION:

- Park Warden Certification preferred and annual Re-Certification required.
- Municipal Law Enforcement Officer Certification preferred.
- Property Standards Officer Certification preferred, or have the ability to complete within 3 years of hire

EXPERIENCE:

One (1) year previous related job experience, one (1) year on the job, two (2) 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