



Town of Wasaga Beach JOB DESCRIPTION

Position: Municipal Law Enforcement Officer/ Property Standards Officer (MLEO/PSO)	Value Group: 5
Department: Legislative and Development Services	Effective Date: April 1, 2017
Division: Municipal Law Enforcement	Revision Date: October 16, 2025
Reports To: Coordinator, Municipal Enforcement Officer	Hours of Work: 35 Hours / Week

POSITIONS RESPONSIBLE FOR:

Direct Reports (10-16):

Summer Employees

Indirect Reports (0):

None

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.

The nature of this position requires a higher focus of MLEO Supervision duties for our Seasonal Officers during the summer season (May-Sept) by providing training, 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 Neighbourhoods, 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. This position will require officers to conduct research into other municipality's bylaws and bring forward proposals to council.

TASKS:	% of Time
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1. Municipal Law Enforcement Duties	40%
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- 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, or Provincial Offence Notices (PON's), Administrative Monetary Penalty Systems (AMPS), and 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 with performing traffic control, transporting and setting up barrel cones for Special Events or as required. • In addition to parking enforcement activities, maintenance monitoring of parking and public area for hazards. Parking machine servicing, both in-person and online, and provide assistance, maintenance and administration. • 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); • Work collaboratively with the local OPP detachment in resolving complaints and support mutual enforcement strategies and public education/engagement. • Conduct research to establish proposals for amendments to bylaws, create new short form wordings and set fines.	
2. Supervision Duties • Providing oversight and support to summer MLEO's in fulfilling their respective job duties and assignments in a respectful, efficient and effective manner. • Assist and support with the preparation and delivery of the summer officer training program. • Actively work supervisory shifts, including days, nights, weekends and holidays during the MAY-SEPT summer program including summer program extensions. • Provide timely and professional assistance in answering inquiries or concerns,	30%

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, ensuring that materials are up to date, accurate and to identify any outdated information and implement updates/ improvements. • Instruct Summer MLEO's on policies and procedures. • 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 all required reports are carefully completed and submitted. • Respond to any complaints concerning summer officer conduct and immediately inform a supervisor as directed. • Recommend any procedural/operational functions that need review to ensure objectives can be met. • Set out daily tasks and brief summer officers in the morning so they are prepared for the day. • Assist with interviews, perform reference checks, contact successful and unsuccessful candidates as needed. • Extended availability to assist officers outside of regular work hours via phone calls. • Conduct summer officer performance evaluations and recommend areas of improvement.	
3. Property Standards Officer • 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 inspections, and arrange for municipality to clean property, if necessary. • Prepare documents, attend and testify at Property Standards hearings. • Conduct business licensing inspections to ensure compliance with Property Standards and Zoning By-Law.	20%
4. Animal Control • Provide emergency back up on an as needed basis for Animal Control Contract functions including dead animal pick-up and disposal or dog impoundments. • Provide animal control on-call service on a rotational basis for evenings,	5%

weekends and holidays. • Stay up to date with animal control training. • Provide back up to animal control officer duties when needed.	
5. Other Duties • Preparing daily reports as required. • Provide assistance to various Departments within the Town of Wasaga Beach, which may include moving boxes and furniture, delivering letters and notices, picking up parcels and/or other items and coordinating additional staffing support. • Assist in preparing and maintaining crown briefs for municipal prosecutions. • Process and deliver all Town Hall mail to Canada Post daily. • Maintain cleanliness of department vehicles and dispose of confiscated sign materials. • Install, uninstall, perform maintenance and winterize municipal parking machines. Transport, install and remove parking enclosures. • Assist all other officers in regards to their duties when required.	5%

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, Part II and Part III processes 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.
- Enhanced Security Screening.
- 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, able to lift up to 50lbs and able to work in extreme weather conditions.

PROFESSIONAL DESIGNATION:

- 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.

PHYSICAL DEMANDS AND WORKING CONDITIONS

Physical Effort: The physical demands outlined here reflect those necessary for an employee to effectively carry out the essential duties of this position. The organization is committed to providing reasonable accommodations to support individuals with disabilities in performing these essential functions.

Physical Demands: Regular physical activity including walking, lifting, bending, and working outdoors in all weather. Tasks involve equipment handling, signage setup, and property inspections.

Normal Hours of Work: Normal hours of work will be thirty-five (35) hours per week. Flexibility in scheduling is necessary to support officers outside of regular hours, including evenings and weekends, especially during emergencies or special events.

Physical Environment: Work is split between office and outdoor settings. Outdoor duties involve exposure to extreme weather and unsanitary conditions during inspections or animal control.

Sensory Attention: Requires strong attention to detail for inspections, evidence collection, and public interaction. Involves visual, auditory, and tactile focus.

Stress: Moderate to high stress due to public conflict, and emergency response. Requires calm, quick decision-making under pressure.

ACKNOWLEDGEMENT OF RECEIPT:

Employee (please print name & sign)

Date

HR/Manager (please print name & sign)

Date

Department Head (please print name & sign)

Date