

Township of Essa Job Description

Position Title: Municipal Law Enforcement Officer - July 2024

Reports to:	Clerk	Last Revision Date:	July 2024
Department:	Clerk's Department	Supervise staff or assign work (lead hand) or no HR responsibility?	No supervisory responsibilities
Location:	Municipal Office	List all positions directly supervised:	None
Standard weekly hours per employment agreement:	35	List of all position indirectly supervised:	None
Position Status (FT, PT, Seasonal, Student, Contract, Volunteer)	Full time	Pay Band #:	
Pay Method: (Salary or Hourly)	Salary	On Call (Yes reference to details)	No
Overtime (Eligible? Weekly Threshold?):	Unpaid, 1.5 hours off for each hour worked in excess of regular hours	Eligible for all staff group benefits? (yes/no) If eligible for some describe which:	Yes
		Eligible for OMERS? (yes/no)	Yes

Scope (Purpose) of Position:

The Municipal Law Enforcement Officer is responsible to provide education and enforcement on all municipal by-laws, as well as Provincial Acts and regulations as they apply to the Municipality and as authorized to enforce by the Province.

Important Responsibilities Common to all positions (Leave as is, do not add.)

- Have a good understanding of standard Township operating procedures.
- Be familiar and comply with the provisions of the *Occupational Health and Safety Act* and its regulations, and the Township's Health and Safety Policies and Procedures.
- Take every possible precaution to protect themselves and fellow workers from health and safety hazards and unsafe situations.
- Report unsafe acts or conditions to their supervisor or the Health and Safety Committee Representative.
- Report any occupational injury or illness immediately to their supervisor.
- Use personal protective equipment where required.
- Demonstrate teamwork and a strong sense of customer service.
- Perform other duties as assigned.

Township of Essa Job Description

Key Result Areas (specific to position)	Duties (specific to each Key Results Area) (If list of tasks appropriate refer & attach)	Success Indicators (Key Performance Indicators)
Communication	• Receive and respond to phone calls/emails from complainants. • Meet with members of the public to discuss matters of non-compliance and to resolve concerns in an amicable manner. • Maintains a good working relationship with the public and agencies, etc. • Corresponds with Barrie Branch of Provincial Offences Court office. • Communicates with OPP, NVCA, Simcoe Muskoka District Health Unit and other agencies as needed, in addition to working in a coordinated effort with multiple internal departments. • Assists in dispute resolution between multiple parties such as tenants, landlords and property managers, etc. • Issues warnings as first offence and as education. • Informs public of by-laws before enforcement is necessary. • Continuously upgrading education as required (i.e. MLEOA).	• Number of complaints lodged with the Clerk's Department – considering type/legitimacy of complaint. • Phone calls/emails are returned in a timely manner so that people are not wondering about process/outcome. • Confidentiality and privacy legislation upheld. • Good communications, tools and techniques.
Inspection	• Business License Inspections (Taxi Cabs, Kennels, Recreational Facilities such as golf courses, paintball facilities, etc.). • Inspect temporary advertising devices to ensure compliance with municipal regulations. • Site visits for investigation of infraction due to resident/staff/Council complaints. • Documents all inspections with photos to validate infraction(s). • Prepares reports once inspections completed. • Proactive patrols to ensure compliance with municipal by-laws where infraction has been validated. • Acts as Municipal Weed Inspector. • Participates in joint inspections with other departments (Fire/Building) and/or external agencies (OPP, Simcoe Muskoka District Health, County of Simcoe etc.).	• Identification of infraction(s). • Revenue (business licenses, temporary sign permits). • Licenses are investigated and processed appropriately each year. • Relevant licenses issued in a timely manner. • Proper inspections conducted. • Accurate records kept. • Databases are up-to-date.

Township of Essa Job Description

Enforcement	• Issue parking tickets as necessary • Issue POA offence fines as necessary, following efforts in education. • Enforce Canine Control By-law; Noise By-law, etc. • Encourage landowners to tidy their lots in accordance with the Untidy Lot By-law and if failure to do so then issue tickets and/or arrange for property clean up. • Enforce planning related violations and work with Planning Department to do so. • Ensure follow-up is conducted where infractions have been validated.	• Number of complaints. • Revenue. • Number of infractions resulting in compliance (voluntary). • Resolution (of infraction).
Administration	• Update MOAR daily with inspection notes and follow-up requirements for additional inspections/actions. • Prepare reports as necessary. • Prepare documents for court attendance. • Take part in Department activities/projects as required/needed. • Manually and electronically maintain accurate records of complaints received and document occurrence reports. • Review By-laws and provide recommendations for proposed amendments and updates as required by appropriate legislation.	
Canine Control	• Responsible for transport of dogs found running at large to the Poundkeeper. • Enforcement of all Canine Control By-laws. • Investigation into all dog bites, issuance of Dangerous Dog Declarations and Muzzle Orders.	• Number of canine control calls. • Number of dogs successfully transported to Poundkeeper and/or owner. • Number of fines. • Revenue. • Number of cases closed. • Number of follow-ups relative to complaints.

Township of Essa Job Description

Other details of the position

1. Describe the type of problems this position may have to solve.

The position of Municipal Law Enforcement Officer encounters many conflicts between residents that need to be resolved. At times residents can become agitated, arguments become heated, and the By-Law Officer must resolve issues peacefully in an amicable manner while upholding values of the municipality. Prioritization and thereby judgement is required since multiple and varying types of complaints are constantly received.

2. Describe the type of decisions this position may have to make.

Municipal Law Enforcement Officers are required to exercise discretion in decision making in respect of enforcement matters, as they are attempting to achieve voluntary compliance by tenants, land, property and business owners. By-law Officers are requested to escalate to their Department Manager if/when required. They are relied upon to decide if/when fines should be issued, and under what circumstances a fine can be withdrawn.

3. List the non-supervisory business relationships that come with the position.

Must be comfortable working in a team environment and maintain relationships with local Police Departments, County of Simcoe, Humane Society, Nottawasaga Valley Conservation Authority, other Municipal staff, Simcoe Muskoka District Health Unit as well as other agencies.

4. Any responsibility for material resources required by the position? If so list.

Responsible for the basic care and proper usage of office equipment and all personal protective equipment. Responsible for the regular maintenance of the assigned by-law vehicle to be completed in a timely manner. Accountable for the maintenance and care of canine control equipment.

5. Any responsibility for information resources required by the position? If so list.

Update MOAR with by-law enforcement information. Access to ARIS is also granted to the By-law Officer.

6. What is the spending limit for purchases of the position?

None.

7. Any budget involvement? If so explain

Recommendation on tools required to perform their job.

Expected Behaviours of the position (same for all positions)

	Requirement for Position			
	Not Required	Basic Level	Intermediate Level	Advanced Level
1. Communication				
(a) Written communications		X		
(b) Oral communications one-on-one or in small groups			X	
(c) Large group presentation	X			
(d) Positive demeanor				X

Township of Essa Job Description

(e) Negotiation/Mediation			X	
2. Stakeholder Contact				
(a) Knowledge of the services provided			X	
(b) Professional manner in dealing with stakeholders				X
(c) Customer focused orientation (can do)				X
(d) Build strong relationships			X	
(e) Continually improve service		X		
3. Leadership				
(a) Develop a business or strategic plan (planning)	X			
(b) Convince others to buy into our vision or a change	X			
(c) Translate the strategy & plan into action & results			X	
(d) Flexible & adaptive (open to new ideas)			X	
(e) Innovate		X		
(f) Think critically – Think independently			X	
(g) Tolerant (diversity)				X
(h) Empathy			X	
(i) Confidence			X	
(j) Active listening			X	
4. Supervisory				
(a) Coach & mentor	X			
(b) Empower & delegate	X			
(c) Manage job performance (give continuous corrective feedback)	X			
(d) Discipline and tough decisions as appropriate	X			
(e) Manage succession planning	X			
(f) Create and manage personal development plans for reports	X			
5. Teamwork				
(a) Work effectively with team members who have a variety of skill levels			X	
(b) Build & sustain internal relationships			X	
(c) Champion collaboration within the team			X	
(d) Accept all feedback (superiors, pers & subordinates)			X	
(e) Respect authority			X	
(f) Resolve conflict & difficult people			X	
6. Working Skills				
(a) Manage workload and meet deadlines (time management)			X	
(b) Deliver results (work ethic)				X



Township of Essa Job Description

(c) Manage stress			X	
(d) Manage quality of own work (attention to detail)				X
(e) Ethics & integrity				X
(f) Autonomy (independent action)			X	
(g) Creativity (originality and independent thinking)		X		
(h) Organization including project management			X	

Qualifications

Formal Education & Training:

College Diploma related to law enforcement, designation with animal control or provincial offences, and MLEOA Foundations (Parts I and II).

Required in house training:

MOAR program and other software for data tracking. Knowledge of Rules of Evidence, property rights, *Municipal Freedom of Information and Privacy Protection Act*, *Municipal Act*, municipal by-laws, *Provincial Offences Act*, *Occupational Health and Safety Act* and other related legislation.

Work Experience:

3 years of closely related experience, preferably within a municipality.

Specific Technical & Sector Skills required:

Accuracy and time management required to meet deadlines outlined by appropriate legislation. Excellent interpersonal skills and discretion to exercise proper and full authority but in a judicious service-oriented manner; ability to diffuse hostile situations. Valid Class "G" Driver's License in good standing.



Township of Essa Job Description

Physical Skill & Effort and Working Conditions

Regular use of one physical skill with some time pressure to complete a task; occasional periods of physical exertion producing moderate levels of fatigue, may involve light lifting – has the ability to vary task.

Mental Skill & Effort and Working Conditions

Periodic concentration to record daily activities, complete forms and write reports. Mental effort is required to deal with inquiries and complaints, often of a controversial nature involving emotional individuals. De-escalation skills required to deal with irate members of the public in issuing by-law violation notices. Most work is subject to review.

SIGNATURES / APPROVALS	Date	Signature
Incumbent:		
Department Head:		
Lisa Lehr		
Chief Administrative Officer:		
Michael Mikael		