

## Township of Essa Job Description

### Position Title: By-law/Property Standards Officer, March 2024

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

#### Scope (Purpose) of Position:

Responsible for the administration and enforcement of Essa's regulatory By-laws, including but not limited to, property standards, zoning, untidy lots, noise, parking, licensing, etc. Negotiates compliance with property owners and tenants through verbal and written communication and proceeds with legal action in accordance with applicable legislation and regulations.

#### 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)
<b>Communication</b>	<ul style="list-style-type: none"> <li>• Receive and respond to phone calls/emails from members of the public.</li> <li>• Meet with members of the public to discuss matters of non-compliance and to resolve concerns in an amicable manner.</li> <li>• Maintain a good working relationship with the public and agencies, etc.</li> <li>• Correspond with Barrie Branch of Provincial Offences Court office.</li> <li>• Communicate 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.</li> <li>• Assist in dispute resolution between multiple parties such as tenants, landlords and property managers, etc.</li> <li>• Issue warnings as first offence and as education.</li> <li>• Educate public of by-laws before enforcement is necessary.</li> </ul>	<ul style="list-style-type: none"> <li>• Number of complaints lodged with the Clerk's Department – considering type/legitimacy of complaint.</li> <li>• Phone calls/emails are returned in a timely manner so that people are not wondering about process/outcome.</li> <li>• Confidentiality and privacy legislation upheld.</li> <li>• Good communications, tools and techniques.</li> </ul>
<b>Inspection</b>	<ul style="list-style-type: none"> <li>• Conduct inspections for Business Licenses (Taxi Cabs, Kennels, Recreational Facilities such as golf courses, paintball facilities, etc.), temporary advertising devices, properties where allegations of non-compliance with municipal by-laws have been received.</li> <li>• Document inspections with photos.</li> <li>• Prepare reports once inspections completed.</li> <li>• Conduct proactive patrols to ensure compliance with municipal by-laws.</li> <li>• Act as Municipal Weed Inspector.</li> <li>• Participate in joint inspections with other departments (Fire/Building) and/or external agencies (OPP, Simcoe Muskoka District Health, County of Simcoe etc.).</li> </ul>	<ul style="list-style-type: none"> <li>• Identification of infraction(s).</li> <li>• Revenue (business licenses, temporary sign permits).</li> <li>• Licenses are investigated and processed appropriately each year.</li> <li>• Relevant licenses issued in a timely manner.</li> <li>• Proper inspections conducted.</li> <li>• Accurate records kept.</li> <li>• Databases are up-to-date.</li> </ul>

## Township of Essa Job Description

<b>Enforcement</b>	<ul style="list-style-type: none"> <li>• Perform general municipal by-law enforcement duties, which include the following infractions: noise, snow removal, parking, road and boulevard maintenance, signage, littering, fences, property standards, zoning, parks, licensing, etc.</li> <li>• Issue parking tickets as necessary</li> <li>• Issue POA offence fines as necessary, following efforts in education.</li> <li>• Enforce municipal by-laws, such as Canine Control, Noise, Property Standards, Zoning, Untidy Lots, etc.</li> <li>• Educate to encourage voluntary compliance with landowners to comply with municipal by-laws voluntarily.</li> <li>• Educate landowners on consequences of non-compliance.</li> <li>• Issue verbal/written warnings or charges as required and provide appropriate follow-up.</li> <li>• Offer alternate resolutions to formal charges when applicable.</li> <li>• Coordinate works with external contractors for property clean-ups.</li> <li>• Enforce property standards and planning related violations and work with Building Department and Planning Department to do so.</li> </ul>	<ul style="list-style-type: none"> <li>• Number of complaints.</li> <li>• Revenue.</li> <li>• Number of infractions resulting in compliance (voluntary).</li> <li>• Resolution (of infraction).</li> </ul>
<b>Administration</b>	<ul style="list-style-type: none"> <li>• Update and maintain MOAR with inspection notes and follow-up requirements for additional inspections/actions.</li> <li>• Prepare reports as necessary.</li> <li>• Prepare documents for court attendances.</li> <li>• Prepare witness statements and conduct interviews where evidence supports infraction of municipal by-law(s).</li> <li>• Take part in Department activities/projects as required/needed.</li> <li>• Manually and electronically maintain accurate records of complaints received and document occurrence reports.</li> <li>• Review By-laws and provide proposed amendments and updates as required by appropriate legislation.</li> </ul>	

## Township of Essa Job Description

<b>Property Standards</b>	<ul style="list-style-type: none"> <li>• Receive and conduct multiple site visits to investigate complaints, including follow-up visits and/or phone calls.</li> <li>• Maintain a record of all complaints and document occurrence reports.</li> <li>• Issue verbal/written warnings and/or orders, and providing evidence to support occurrence.</li> <li>• Prepare witness statements and conduct interviews.</li> <li>• Coordinate the issuance of invoices with Treasury Department related to action cost(s).</li> <li>• Participate in joint inspections and follow-up with other departments (fire, building, planning).</li> <li>• Work towards conciliatory actions in enforcement situations, utilizing skills of active listening, reasoning and logic to deliver difficult information.</li> <li>• Propose creative solutions developed within legislative requirements to seek resolutions sometimes independently and also with the CBO.</li> <li>• Serve as the municipality's designate in court proceedings when appropriate for expert testimony.</li> <li>• Attends and gives evidence before the Property Standards Committee.</li> </ul>	
<b>Zoning</b>	<ul style="list-style-type: none"> <li>• Perform zoning enforcement related to planning, building, and zoning violations (i.e.: property use offences, derelict vehicles, home occupations, animal breeding).</li> <li>• Receive and conduct multiple site visits to investigate complaints including follow-up visits and/or phone calls.</li> <li>• Maintain a record of all complaints and document occurrence reports.</li> <li>• Prepare witness statements and conduct interviews.</li> <li>• Issue verbal/written warnings and/or orders as required and provide appropriate follow-up.</li> </ul>	

## Township of Essa Job Description

- Complete litigation, swearing information with the Justice of the Peace, and other legal documentation, filing affidavits of service with courts; attending and providing evidence in court.
- Research property history (internal), relevant laws (Zoning By-law, Municipal Act, Planning Act, etc.) and Provincial Statutes.

### 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.

## Township of Essa Job Description

### Expected Behaviours of the position (same for all positions)

	Requirement for Position			
	Not Required	Basic Level	Intermediate Level	Advanced Level
<b>1. Communication</b>				
(a) Written communications			X	
(b) Oral communications one-on-one or in small groups			X	
(c) Large group presentation	X			
(d) Positive demeanor				X
(e) Negotiation/Mediation			X	
<b>2. Stakeholder Contact</b>				
(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		
<b>3. Leadership</b>				
(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	
<b>4. Supervisory</b>				
(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			

## Township of Essa Job Description

<b>5. Teamwork</b>				
(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, peers & subordinates)			X	
(e) Respect authority			X	
(f) Resolve conflict & difficult people			X	
<b>6. Working Skills</b>				
(a) Manage workload and meet deadlines (time management)			X	
(b) Deliver results (work ethic)			X	
(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 as well as completion of MLEOA Foundations as well as the Ontario Association of Property Standards Officers Course – Part 1

#### 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 such as the Building Code Act (Property Standards), *Municipal Act* and other regulations.

#### 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. Deals 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:		
<a href="#">Lisa Lehr</a>		
Chief Administrative Officer:		