

Job Description

Corporate Services Coordinator/By-law Officer



Position Synopsis and Purpose

As a member of the municipality's Corporate Services team, The Corporate Services Coordinator/By-law Officer carries out inspection, enforcement, and administrative duties under municipal by-laws. The Corporate Services Coordinator/By-law Enforcement Officer investigates and attempts to resolve problems, liaises with a wide variety of groups and individuals. This position requires the ability to juggle multiple priorities and working under pressure of deadlines. Given the legal significance of some subject matter, accuracy, attention to detail and adhering to deadlines are very important.

As a member of the municipal team, the incumbent will be responsible for serving North Middlesex by meeting the needs and expectations of residents, businesses, and community partners, and striving to be the best through attitude, training, and creativity.



Responsibilities

By-law Enforcement (70% of Time)

- Acts on and investigates complaints from other officials and the public concerning violation of municipal by-laws, inquiring into alleged violations including on-site inspections, attempting to resolve problem with owner and or tenant.
- Interprets municipal by-laws and related practices for the public and other interested parties.
- Issues Offence Notices under the Provincial Offences Act.
- Initiate legal proceedings, including filing information with the appropriate Court.
- Issues work orders and written communication regarding noncompliance with municipal by-laws.
- Prepares and files site inspection records including photos, notes, and correspondence and assists with reports to Council.
- Ensures remedial action is completed to bring properties into compliance with municipal by-laws.
- Advises municipal legal counsel on the facts of the case and appears in court to present evidence.
- On occasion, conducts patrols for dogs off leash in parks and overnight parking in winter season.

Administrative Services (30% of Time)

- Reviews by-laws in consultation with other departments. As required, assists in drafting revisions to existing or creating new by-laws
- Analyzes best practices for by-law enforcement policies and procedures.
- Prepares own correspondence to the public in regard to issuance of notices/orders and letters.
- Assists in preparation of various reports to Council.
- Coordinates Work Order responses for property inquiries
- Prepares and maintains all required records, reports, statistics, correspondence, and other material related to by-law in accordance with municipal retention records and the municipality's records management system.
- Ensures AODA compliance standards.
- Carries out other duties as assigned.

*Note: All activities are expected to be performed in a safe manner, in accordance with the Occupational Health and Safety Act and its Regulations, along with Corporate Safety policies, procedures and programs. In addition, all necessary personal protective equipment must be used and maintained in good condition.



Preferred Qualifications

Education (degree/diploma/certifications)

- Post-secondary education in either Police Foundations, Law and Security or related field
- MLEO certification through the Municipal Law Enforcement Officers' Association of Ontario preferred.
- Certification as a Property Standards Officer is considered an asset.
- Excellent communication skills both orally and written.
- Ability to exercise discretion and tact and to maintain a high degree of confidentiality.
- Strong investigative skills and sound judgment.
- A valid Ontario Class G Driver's License with a clean Ministry of Transportation abstract.

Experience

- At least three years of experience in the municipal sector in by-law enforcement, specifically dealing with Zoning and Property Standards By-laws, is preferred.

Knowledge/Skill/Ability

- Excellent customer service skills and ability to work in a team environment.
- Knowledge of computer systems and operations (Microsoft Office Suite) Ability to deal professionally with conflict resolution.
- Excellent organizational skills with respect to prioritizing and working with deadlines.
- Knowledge of planning, building and by-law enforcement activities and related municipal policies.

- Knowledge of the Provincial Offences Act
- Completion of Municipal Administration Program (MAP) from AMCTO is an asset.
- Completion of course(s) on basic planning, building code, by-law enforcement, conflict resolution are an asset.

Note: As a condition of employment, the incumbent must provide a successful criminal and vulnerable persons screening and background check while showing a clean driver's abstract.



Work Setting

Contacts

Contact	Frequency	Nature of Interaction
General Public	Constant – every day for most of the day	Receive inquiries and complaints and provide interpretation and enforcement of municipal by-laws for owners, contractors, and other professionals
Council	Occasional – bi-weekly to monthly	Verbal inquiries from time to time on status of by-law enforcement matters
Government Agencies and Local Boards	Occasional – bi-weekly to monthly	Primary contact with courts in submitting and tracking tickets issued and attend as witness as required

Work Conditions

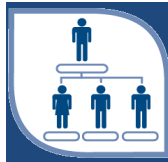
Approximately 50% of this position's time is spent attending sites in the municipality. By-law enforcement, liaising, and having constant contact with municipal residents is a major part of this position. All inspections are documented on a computer database and written documentation is similarly used for the majority of sites. As required, this position patrols parks for dogs off-leash and undertakes overnight parking patrols during the winter road maintenance season.

Approximately 50% of this position's time is spent in the office performing administrative duties, sitting and working at a computer monitor for periods of time including continuous keyboarding, responding to phone inquiries/requests and in-person contact with the general public at the front counter. The position may occasionally attend outside meetings, training or workshops.

Interactions are generally courteous and collaborative; required to resolve conflict and ensure full understanding of information and decisions.

Normal work hours are 35 hours per week, Monday to Friday with some occasional work required on evenings and weekends.

The Municipality of North Middlesex is an Equal Opportunity Employer. Accommodations will be provided upon request in accordance with the Accessibility for Ontarians with Disabilities Act (AODA). Personal information is collected under the authority of the Municipal Freedom of Information and Protection of Privacy Act and will only be used for the purposes of candidate selection.



Position Classification

Position Title	Corporates Services Coordinator/By-Law Enforcement Officer
Division	Administration
Department	Corporate Services
Classification	Union
Branch	N/A
Reports to (Direct)	Director of Corporate Services/Clerk
Equivalency Code	N/A
Hours per Week	35
Effective Date	January 1, 2024
Revision Date	