



JOB DESCRIPTION

Bylaw Enforcement Officer

Department	Development Services	Reports To	Director of Development Services Bylaw Enforcement Supervisor
Directly Supervises	N/A		
Indirectly Supervises	N/A		
Union	CUPE 2403		

POSITION SUMMARY:

Reporting to the Director of Development Services, Bylaw Enforcement Supervisor or designate, the Bylaw Enforcement Officer is responsible for investigating complaints, enforcing municipal bylaws, and promoting voluntary compliance through education, communication, and enforcement activities.

The Bylaw Enforcement Officer conducts inspections and investigations, responds to public inquiries and complaints, issues notices and municipal ticket information, and maintains accurate records related to enforcement activities. The position works collaboratively with internal departments, external agencies, businesses, residents, and community organizations to support compliance, community well-being, and the effective administration of municipal bylaws. The role also assists with business licensing and sign permit administration and performs duties in accordance with applicable legislation, City bylaws, policies, and occupational health and safety requirements.

KEY DUTIES PERFORMED:

1. Bylaw Enforcement and Investigations

- a. Receive, investigate, and respond to complaints regarding municipal bylaw infractions.
- b. Conduct inspections, site visits, and patrols to identify and address non-compliance with municipal bylaws.
- c. Gather, document, and evaluate evidence to determine appropriate enforcement actions.
- d. Issue warning letters, notices, municipal ticket information, and other enforcement documents as authorized.
- e. Monitor compliance and conduct follow-up inspections to verify corrective actions have been completed.
- f. Provide information, recommendations, and case updates to the Bylaw Enforcement Supervisor regarding enforcement strategies, high-risk files, and complex compliance matters.
- g. Prepare files and documentation for enforcement proceedings as required.

2. Public Education & Customer Service

- a. Respond to public inquiries and complaints by explaining municipal bylaws, policies, procedures, and enforcement processes.
- b. Promote voluntary compliance through education, communication, and problem-solving.

- c. Provide accurate and accessible information regarding regulatory requirements and municipal standards.
- d. Navigate sensitive, complex, and potentially contentious situations using professionalism, tact, and conflict resolution skills.

3. Community & Agency Coordination

- a. Establish and maintain effective working relationships with residents, business owners, contractors, community organizations, and partner agencies.
- b. Collaborate with internal departments to coordinate enforcement activities and support municipal operations.
- c. Liaise with external agencies and stakeholders regarding enforcement, compliance, and public safety matters.
- d. Work respectfully and professionally with individuals experiencing social, economic, or personal challenges while maintaining public and employee safety.

4. Business Licencing & Regulatory Support

- a. Assist with the administration of business licences, sign permits, and related regulatory processes.
- b. Review applications and documentation for completeness and compliance with applicable bylaws and regulations.
- c. Provide information and guidance to applicants regarding municipal requirements and procedures.

5. Records Management & Administration

- a. Create, organize, and maintain accurate enforcement records, correspondence, reports, and case files.
- b. Enter, update, and retrieve information using municipal software systems and databases.
- c. Prepare reports, summaries, and correspondence related to enforcement activities.
- d. Maintain confidentiality and security of information in accordance with City policies and legislative requirements.

6. Health & Safety Responsibilities

All employees of the City of Dawson Creek are responsible for helping to maintain a safe and healthy workplace. In this role, you are expected to:

- a. Take reasonable care to protect your own health and safety and the health and safety of others.
- b. Follow all Occupational Health & Safety (OHS) policies, procedures, regulations, and instructions.
- c. Perform your work according to established safe work practices.
- d. Use and wear required personal protective equipment (PPE) and safety devices.
- e. Avoid unsafe behaviour that could put yourself or others at risk and ensure you are fit for work and not impaired.
- f. Report to your supervisor any unsafe conditions, hazards, damaged or missing safety equipment, or violations of safety rules.

- g. Cooperate with workplace safety committees, safety representatives, and WorkSafeBC Officers as required.

REQUIRED KNOWLEDGE, ABILITIES & SKILLS:

1. Bylaw Compliance, Enforcement and Investigative Skills Certificate Program Level 1.
2. Knowledge of municipal government operations and local government legislation.
3. Experience preparing evidence and documentation for adjudication or court proceedings.
4. Experience working in a unionized and/or municipal environment.
5. Knowledge of business licensing administration and regulatory permitting processes.

DESIRED KNOWLEDGE, ABILITIES & SKILLS:

1. Bylaw Compliance, Enforcement and Investigative Skills Certificate Program Level 2.
2. Post-secondary education in criminal justice, police foundations, community safety, local government administration, or a related field.

NOTE: The duties listed are not set for the purpose of limiting the assignment of work and are not to be construed as a complete list of the duties normally to be performed under a job title or those duties temporarily performed outside the normal line of work.