



## JOB DESCRIPTION

### Bylaw Enforcement Supervisor

<b>Department</b>	Development Services	<b>Reports To</b>	Director of Development Services
<b>Directly Supervises</b>	Bylaw Enforcement Officer(s)		
<b>Indirectly Supervises</b>	N/A		
<b>Union</b>	CUPE 2403		

#### **POSITION SUMMARY:**

Reporting to the Director of Development Services or designate, the Bylaw Enforcement Supervisor is responsible for the coordination, oversight, and delivery of municipal bylaw enforcement services, and for providing leadership, guidance, and mentorship to Bylaw Enforcement Officers.

This position oversees enforcement activities, coordinates investigations, supports staff in complex situations, and ensures consistent, fair, and effective application of municipal bylaws. The Supervisor works collaboratively with internal departments, external agencies, and community partners to promote compliance, public safety, and community well-being, including supporting vulnerable populations through a balanced, respectful, and safety-focused approach.

#### **KEY DUTIES PERFORMED:**

##### **1. Leadership & Staff Supervision**

- a. Provide leadership, mentorship, training, and day-to-day direction to Bylaw Enforcement Officers.
- b. Assign, coordinate, and review work to ensure consistent and effective service delivery.
- c. Support staff in complex, sensitive, or high-risk enforcement situations.
- d. Foster a collaborative, respectful, and professional team environment.
- e. Participate in recruitment, onboarding, training, and performance evaluation of Bylaw staff.
- f. Address performance concerns in accordance with City policies and collective agreement provisions.
- g. Provide operational input into the development and amendment of bylaws and enforcement policies.
- h. Track enforcement statistics, prepare summary reports, and analyze trends to inform service delivery.
- i. Ensure staff receive required safety training and adhere to safe work procedures in field operations.

##### **2. Bylaw Enforcement & Investigations**

- a. Oversee and participate in the investigation of bylaw complaints and enforcement matters.
- b. Interpret and apply municipal bylaws, policies, and applicable legislation.
- c. Conduct inspections and patrols to ensure compliance with bylaws including property maintenance, parking, and animal control.

- d. Monitor complaint trends and ensure timely follow-up and resolution.
- e. Identify high-risk enforcement situations and coordinate appropriate response strategies.

### **3. Court & Legal Processes**

- a. Prepare and review files, evidence, and documentation for enforcement actions.
- b. Prepare Crown briefs and related materials for court proceedings.
- c. Represent the City in Provincial Court or other legal proceedings as required.
- d. Ensure enforcement activities are conducted in a legally defensible and procedurally fair manner.

### **4. Community Relations & Public Engagement**

- a. Provide public education and outreach to promote awareness and voluntary compliance with bylaws.
- b. Respond to inquiries and complaints from the public, stakeholders, and elected officials in a professional and timely manner.
- c. Liaise with residents, businesses, and community groups to address concerns and support compliance.

### **5. Interagency Coordination & Vulnerable Population Support**

- a. Collaborate with internal departments and external agencies (e.g., RCMP, social services, health agencies) to address complex community issues.
- b. Engage with individuals experiencing homelessness, mental health challenges, or other vulnerabilities in a respectful, empathetic, and safety-focused manner.
- c. Support coordinated, multi-agency approaches to enforcement and community safety.

### **6. Program Administration & Continuous Improvement**

- a. Develop, implement, and monitor bylaw enforcement procedures, practices, and initiatives.
- b. Ensure policies and procedures are current, consistent, and aligned with best practices.
- c. Prepare reports, correspondence, and recommendations, including reports to senior leadership and Council where required.
- d. Maintain accurate records, files, and documentation related to enforcement activities.

### **7. 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 Level 2 certification.
2. Completion of Grade 12, supplemented by relevant training or education in bylaw enforcement, criminal justice, community safety, or a related field.
3. Valid Class 5 BC Driver's Licence.
4. Strong knowledge of municipal bylaws, enforcement practices, and investigative procedures.
5. Demonstrated ability to apply conflict resolution, de-escalation, and problem-solving techniques.
6. Proven leadership and supervisory skills, including the ability to support and develop staff.
7. Strong organizational skills with a high level of attention to detail.
8. Excellent verbal and written communication skills, including the ability to prepare reports and correspondence.
9. Ability to interpret legislation, policies, and procedures and apply them consistently.
10. Proficiency with Microsoft Office and related software applications (SharePoint considered an asset).
11. Ability to exercise sound judgment and maintain professionalism in complex and sensitive situations.
12. Commitment to customer service, continuous improvement, and professional development.

**NOTE:** The duties listed are not set forth 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.