

BYLAW ENFORCEMENT OFFICER

Approval Date:	January 2026	Department:	Bylaw Enforcement
<input type="checkbox"/> IAFF	<input checked="" type="checkbox"/> CUPE	<input type="checkbox"/> Management	
Title of Excluded Supervisor:	Bylaw Services Manager		

General Accountability:

Purpose and Scope

Reporting to the Bylaw Services Manager, working as part of the bylaw enforcement team, the Bylaw Enforcement Officer performs administrative, inspectional, investigative, and regulatory work related to enforcement of specific bylaws. The incumbent coordinates investigations and assists other departments with their bylaw enforcement issues. The work involves considerable public relations contact and requires the exercise of independent judgment, action, tact and diplomacy within policy, regulation, and bylaw limits. The work is reviewed by the Bylaw Services Manager for effectiveness of the City's enforcement operations.

Nature and Scope of Work

- Responds to public inquiries/complaints concerning bylaw infractions and violations. Investigates and processes these inquiries/complaints in a professional manner and takes appropriate action as required in accordance with the City's established policies and procedures and provincial legislation.
- Conducts regular proactive patrols of downtown, City parks and public places.
- Investigates, conducts site inspections, enforces, and gains compliance with the City's various regulatory bylaws including but not limited to: Public Nuisance, Traffic and Highway Regulation, Zoning, Building, Business Licensing, Sign, Parks, Environmental Protection, and other regulatory bylaws.
- Coordinates all matters arising from the issuance of Municipal Ticket Information including summons services and the recovery of outstanding fines through the court system.
- Interprets bylaws and regulations for the general public and staff. Assists other departments with the enforcement of regulations and bylaws as directed by supervisor.
- Provides assistance to and maintains liaison with a variety of internal and external contacts in their enforcement of regulations and bylaws as required.
- Coordinates the collection and recording of evidence for legal action; prepares documentation for legal proceedings; develops case management strategies and appears in court, presenting evidence and as a witness when required.
- Recommends regulatory bylaw amendments.
- Provides recommendations to reduce crime and disorder utilizing the Crime Prevention Through Environmental Design (CPTED) principles.
- Prepares reports and correspondence as required.
- Provides Animal Control Enforcement support when required.
- Performs related work as assigned by immediate supervisor.

Necessary Qualifications

Knowledge:

- Thorough knowledge of relevant bylaws, regulations, procedures, and practices.

- Thorough knowledge of safe work practices including working knowledge of occupational health and safety regulations.
- Thorough knowledge of court procedures and rules of evidence.
- Working knowledge of general office practices and procedures.
- Working knowledge of provincial statutes, regulations.
- Working knowledge of Microsoft Office software applications.
- Working knowledge of Crime Prevention Through Environmental Design (CPTED) principles.
- Basic knowledge of I-Map or other GIS mapping systems.

Skills:

- Exceptional customer service and conflict resolution skills.
- High level of organization and prioritization skills.
- Effective written and oral communication skills.

Abilities:

- Ability to investigate complaints and enforce bylaws and regulations with tact, diplomacy, impartiality, and firmness.
- Ability to effectively respond to hostile individuals.
- Ability to explain and interpret bylaws and regulations.
- Ability to prepare and present evidence in court.
- Ability to work independent of direct supervision.
- General computer literacy.
- Ability and willingness to contribute to maintaining a respectful, safe, and supportive work environment that embraces diversity, along with treating everyone with courtesy, dignity, and fairness.
- An ability to engage with marginalized and vulnerable people, to assist in coordination of appropriate social, health and enforcement responses.

Education:

- Grade 12 or equivalent.

Training:

- Bylaw Compliance, Enforcement and Investigative Skills Level I & II Training Courses from the Justice Institute of BC or equivalent training from a recognized training institute.
- Must possess and maintain a valid BC driver's licence and provide and maintain a clear driver's abstract, as per City policy.
- Must qualify to be appointed as a bylaw enforcement officer as described in the BC Police Act.
- Conflict resolution training.
- Customer service training.
- Occupational First Aid Level 1.

Experience:

- Minimum of three (3) years of bylaw enforcement, policing and/or other regulatory enforcement experience.

Unusual Working Conditions

- May be required to spend several hours on foot conducting enforcement patrols.
- Work in all weather conditions.
- Works scheduled shifts in accordance with the Collective Agreement.