

BYLAW COMPLIANCE OFFICER

(Full-Time)

The Municipality of North Cowichan (population 31,900) is located in the beautiful Cowichan Valley on Southern Vancouver Island, between Nanaimo and Victoria. Our communities of Chemainus, Crofton, Maple Bay, and the South End are home to a multitude of artistic, cultural and outdoor recreational activities. The Municipality provides a stable and varied work environment, competitive pay and benefits.

We invite applications from candidates with the proven skills, qualifications and abilities for the position of Bylaw Compliance Officer on a **full-time basis**. If you are self-motivated, looking to take on a new challenge where you can make a difference, enjoy both responsibility and accountability, and are ready to join one of British Columbia's most inclusive and environmentally conscious municipalities, we look forward to receiving your application!

As a part of Council's Safer Community Plan initiative, in conjunction with the other duties outlined below, this position will assist in addressing public safety concerns throughout the established Safety Corridor.


Reporting to the Manager, Bylaw and Business Licensing Services, you will be responsible for conducting enforcement activities in an effective, efficient manner, conforming to the Municipality's policies and procedures. You will liaise and coordinate with the Manager, Bylaw and Business Licensing Services, other members of the Bylaw Services Team, Building, Planning and other staff on bylaw enforcement matters. You will represent the Municipality in court on bylaw enforcement matters. You will assist other departments in developing, updating and reviewing bylaws and regulations; investigating complaints received; working within the Municipality's policies, procedures, and practices to suggest alternative methods of complying with bylaws where difficult or controversial situations arise. You will prepare reports and correspondence on issues, concerns and projects.

The position is best suited for a solutions-oriented professional with experience in law enforcement and investigation as well as a demonstrated history of excellence in customer service. The ideal candidate will bring the technical knowledge to operate within a regulatory environment, but the confidence and strong judgment to bring about voluntary compliance with the Municipality's bylaws through education before regulation. This position requires someone with strong interpersonal and communication skills to balance often competing interests. Incumbents will conduct visible patrols, including bike patrols, throughout the community with emphasis on the Safety Corridor, involving contact and liaison with the business community, first responders, public safety, service organizations, private security and unsheltered citizens.

Required Skills, Qualifications, and Abilities:

1. Completion of Grade 12.
2. Minimum five (5) years of experience as a Bylaw Enforcement Officer with local government with Bylaw Compliance, Enforcement and Investigative Skills level one certification from the Justice Institute of BC, or previous Peace Officer work and training (an equivalent combination of experience and education will be accepted); combined with considerable experience explaining bylaw provisions to the public, conducting detailed investigations, and collecting of information, evidence, fees, and/or witness statements.
3. Possession and maintenance of a valid Class 5 B.C. Driver's License; a satisfactory current driver's abstract will be required.

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4. Knowledge of local government functions and legislation.
5. Knowledge of adjudication process as it relates to bylaw matters.
6. Training and experience dealing with difficult and angry persons in an enforcement atmosphere and the ability to diffuse hostility.
7. Exceptional communication skills, both oral and written including the ability to write and present clear and concise reports.
8. Ability to work independently, exercise discretion and sound judgment.
9. Ability to deal with complaints of a highly sensitive nature.
10. Ability to understand, interpret, and apply municipal bylaws and provincial legislation (e.g. Community Charter, Freedom of Information and Protection of Privacy Act, Farm Practices Protection (Right to Farm) Act, etc.).
11. Ability to deal tactfully, firmly, and fairly with the public and deal professionally with community leaders, other government agencies and officials, and municipal staff.
12. Ability to use Microsoft Office, Outlook, GIS and records management systems (Tempest).
13. The position may be physically demanding; candidate must be able to successfully perform all duties associated with the position. A medical certificate attesting to suitability for this position may be required.
14. Ability to connect the public with available resources, services, information, and assistance to vulnerable citizens experiencing homelessness, addiction or mental health challenges with compassion while conveying expectations for civil conduct and encouraging voluntary compliance.
15. Some knowledge of the philosophy and principles of Crime Prevention through Environmental Design.
16. Ability to operate a bicycle in traffic and on pathways.

The following certificates and experience are considered an asset:

Level 2 Bylaw Compliance, Enforcement and Investigative Skills Certificate from the Justice Institute of BC; experience conducting fire inspections and/or investigations including LAFC training; experience issuing municipal tickets; completion of a local government leadership development program and conflict resolution or equivalent; experience as a Building Official, especially with respect to conducting secondary suite inspections. Any directly related clinical experience working in crisis response and homeless outreach.

This is a unionized position (CUPE Local 358) and the collective agreement may be viewed on our website.

This position may involve irregular hours and days of work and may include weekends and nights. Candidates being considered will be required to undergo a comprehensive evaluation of skills, qualifications, and abilities. The successful candidate must pass security clearance levels as established by the RCMP.

To Apply:

Visit the Municipality of North Cowichan Career Portal at www.northcowichan.ca/jobs to apply for this position.

Please note that all candidates must apply via the Career Portal; we do not accept resumes via email or hard copy.

Application Deadline:

Until Filled

