

## **JOB DESCRIPTION**

**Date Prepared:** January 13, 2023  
**Supersedes:** N/A  
**Job Title:** Community Safety Officer  
**Reports to:** Director of Community Services

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### **POSITION SUMMARY**

Develop, implement, and administer bylaws such as animal control, traffic control and nuisance; liaising with the RCMP regarding coordination and implementation of crime prevention programs; Educates and shares information with the public on municipal bylaws, programs, and initiatives.

### **KEY JOB FUNCTIONS**

#### **Program Development and Implementation**

- Bylaw enforcement and administration
- Support crime prevention coordination and community policing initiatives
- Animal Control

#### **Operations/Administration**

- Develops and administers bylaws such as: Traffic Control, Animal Control, Nuisance/Unsanitary properties, Noise/Disturbance, Business Licenses etc. Responds to enquiries and complaints and mediates and resolves conflicts.
- Records, answers, investigates, and resolves complaints/inquiries received by phone or in person from the general public, Council, other Town departments and other government agencies regarding alleged infractions of Town bylaws.
- Interprets laws, regulations, and policies with respect to complaints/inquiries and provides advice and assistance to the general public and other enforcement agencies and Town departments.
- Conducts investigations, secures evidence and prepares correspondence to property owners regarding unsightly properties, issues Bylaw Offence Notices, and submits reports to Council with respect to nuisance properties, building offences, fire offences, zoning and parks matters, sign bylaw regulations, etc.
- Coordinates, implements, and presents information sessions, public events, and other public education sessions on municipal bylaws, programs, and initiatives to a variety of groups and audiences including community volunteers, residents, municipal employees, and youth.
- Oversees, supervises, and assists in the administration of the Town's animal control contracts.
- Patrols the downtown core and monitors business and residential areas for bylaw, permit or business license infractions; issues and manages violation tickets for infractions and maintain related documentation.
- Performs animal control functions by responding to complaints regarding barking, aggressive and loose dogs; impounds, processes and transports lost, stray, or dangerous dogs; reports stray wildlife to conservation officer.
- Liaises with municipal staff, RCMP, and the community to identify areas of need and ensures bylaws are up to date, relevant and consistent with current legislation and best practices.
- Liaises with and supports the RCMP on the delivery of crime prevention and community safety programs including, but not limited to, Block Watch, Speed Watch, Citizens on Patrol, B.R.A.V.E. (Bullying Resistance and Violence Education).
- May be required to perform additional related duties as required.

**Risk Management Health and Safety**

- Ensures proper bylaw enforcement standards are practiced.
- Practices effective health and safety, security and risk management policies and procedures and reports problems to Supervisor.
- Ensures accurate and complete information is given to the community, schools, and businesses.

**Leadership and Supervisory**

- Participates as a team member ensuring high performance and service in bylaw enforcement and crime prevention.
- Oversees and supervises volunteers when assistance is required.
- Represents the Town at RCMP and community events.

**QUALIFICATIONS****Education:**

- Post-secondary education in criminology or previous experience as a Peace Officer or R.C.M.P, or equivalent combination of education and experience.
- Relevant courses or education in animal control or handling and bylaw enforcement.

**Certifications:**

- Ability to obtain and maintain RCMP Enhanced Security Clearance.
- Bylaw Compliance, Enforcement, and Investigative Skills Program.
- Occupational First Aid Level 1 or equivalent, supplemented with Naloxone training.
- Valid Class 5 Drivers License.

**Experience**

- Minimum 2 years' related experience in policy, bylaw, crime prevention, community policing work or an equivalent combination of knowledge, training and experience in other investigative fields.
- Knowledge of marketing, community policing, and working with volunteers and committees.

**SKILLS, KNOWLEDGE AND ABILITIES**

- Working knowledge of Town bylaws and associated policies and procedures, relevant laws and regulations including the Criminal Code of Canada, the Motor Vehicle Act, and Provincial and Federal Statues, and the legal framework of the Criminal Court system in preparing and processing of cases and testifying in court.
- Ability to communicate in a clear and concise manner (oral and written) that serves to clarify intent, achieve goals and detail the complexities of any given situation in a polite and courteous manner, even under adverse conditions or circumstances.
- Excellent interpersonal and communication skills to build and develop cooperative working relationships and rapport with Town staff, department heads, the R.C.M.P., and community groups and organizations.
- Ability to function effectively and make effective decisions under stress.
- Considerable knowledge and good judgment in handling dogs and other animals that may be a nuisance in the community.
- Ability to approach and communicate appropriately with individuals with mental health and addiction issues, and manage high stress and volatile situations, including situations where the safety of oneself and others can be in jeopardy.
- Ability to develop new Bylaws, regularly review existing bylaws and determine any required changes to meet the challenges of the community and the resolution of Council.

- Ability to interpret, report, and provide advice on a variety of regulatory matters, develop solutions to difficult issues, work cooperatively in joint problem solving with community agencies and use persuasive diplomacy when recommending, clarifying, or negotiating issues.
- Trained in community safety programs and have experience in developing presentation material to promote community education and safety.
- Strong organizational skills including a demonstrated ability to multitask, organize, plan and prioritize work within a fast paced and change oriented work environment and within established deadlines.
- Intermediate level of proficiency with Microsoft Office Suite software and applications (e.g. Excel, Word, PowerPoint and Outlook).

**LEVEL I** - This is the starting level for this position.

- Post-secondary education in criminology or previous experience as a Peace Officer or R.C.M.P, or equivalent combination of education and experience.
- Must have completed, or immediately willing to enroll in Bylaw Compliance, Enforcement, and Investigative Skills Program at Justice Institute of BC.

**LEVEL II – Requires Mastery of all functionalities of LEVEL I**

- Completed twelve (12) months of satisfactory performance in the employment of the Town as a Prevention and Community Safety Officer - Level I or have the recommendation of the immediate supervisor.
- Must have supplemented the Level I required education with courses in criminology and administration.

**LEVEL III - Requires Mastery of all functionalities of LEVEL I & II**

- Completed twelve (12) months of satisfactory performance in the employment of the Town as a Prevention and Community Safety Officer - Level II or have the recommendation of the immediate supervisor.
- Must have supplemented the Level I & II required education with a diploma in criminology or crime prevention programs.

**LEVEL IV - Requires Mastery of all functionalities of LEVEL I, II & III**

- Completed twelve (12) months of satisfactory performance in the employment of the Town as a Prevention and Community Safety Officer - Level III or have the recommendation of the immediate supervisor.
- Must have supplemented the Level I & II required education with post-secondary degree in criminology or crime prevention programs.

**SIGNATURE:**



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Chief Administrative Officer