

Community Services Officer

JOB SUMMARY:

The Community Services Officer is responsible for administering and enforcing municipal bylaws and regulations to support community safety, environmental stewardship, and the overall quality of life in the District of Highlands. The position focuses on achieving compliance through education, communication, collaboration, and problem-solving, while undertaking enforcement action when necessary.

The Community Services Officer investigates bylaw complaints, conducts site inspections, interprets and applies municipal bylaws and related legislation, and works with property owners, businesses, residents, and regulatory agencies to resolve non-compliance issues. The role administers ticketing and bylaw notice enforcement programs, gathers and documents evidence, prepares reports and recommendations, and participates in legal proceedings when required.

The position also provides information and guidance to the public, Council, and staff on bylaw matters; assists with the development and amendment of bylaws and policies; and maintains accurate records and statistical reporting related to enforcement activities. The successful candidate demonstrates sound judgment, professionalism, diplomacy, and strong communication skills, and is able to work effectively and independently in a dynamic environment involving competing priorities and occasionally challenging interactions with the public.

Reporting to the Corporate Officer, the Community Services Officer also supports emergency management activities and contributes to the delivery of responsive, fair, and effective municipal services.

KEY RESPONSIBILITIES:

- Responds to enquiries from the public, businesses, and internal departments regarding municipal bylaws, and provides interpretation and guidance on the application of relevant bylaws, legislation, and regulations.
- Promotes public awareness and understanding of municipal bylaws and regulations through education and outreach initiatives.
- Administers the Municipal Ticketing and Bylaw Notice Enforcement programs to ensure the effective and efficient delivery of bylaw enforcement services.
- Investigates written complaints related to bylaw infractions and conducts site inspections of businesses and private properties to assess compliance with applicable bylaws and regulations. Advises property owners and representatives of non-compliance issues, seeks voluntary compliance where possible, recommends corrective actions, and

prepares, issues, and serves Municipal Ticket Information (MTI) and Bylaw Notice Enforcement (BNE) notices as required.

- Liaises with the RCMP, regulatory agencies, and District staff on bylaw enforcement and public safety matters.
- Collects and documents evidence, prepares reports related to bylaw violations, and attends court proceedings to provide evidence in support of enforcement actions, including applications for Court Orders and prosecutions.
- Serves summonses and recommends appropriate cases for prosecution.
- Prepares reports, statistical summaries, recommendations, and correspondence related to bylaw enforcement matters for Council, staff, property owners, and other stakeholders, including recommendations on appropriate courses of action.
- Assists in the review, development, amendment, and drafting of municipal bylaws and related policies.
- Maintains and manages records, files, and documentation related to bylaw complaints and enforcement activities, including tracking systems, daily activity logs, and statistical reporting to monitor actions, deadlines, resolutions, and overall program performance.
- Participates in the District's Emergency Operations Centre (EOC) and supports emergency management and disaster response activities as required.
- Performs other related duties as assigned.

KNOWLEDGE AND SKILLS:

- Ability to interpret bylaws, regulations, development permit area regulations, agreements, procedures, and provincial statutes; collect and analyze information; and present conclusions on bylaw enforcement matters.
- Sound knowledge of the *Local Government Act*, *Community Charter*, and related legislation.
- Ability to read and understand maps, plans, and legal descriptions.
- Sound knowledge of court procedures, legal notice requirements, and legal terminology.
- Ability to investigate and enforce bylaws with tact, impartiality, discretion, firmness, sound judgement, and confidentiality.
- Strong attention to detail, accuracy, and timeliness.
- Strong verbal communication, negotiating, and dispute resolution skills.
- Strong written communication skills, particularly for preparation of correspondence and formal report writing.
- Ability to maintain a co-operative working relationship with District staff, Council, and the public.

- Ability to exercise sound judgement in confrontational situations and follow applicable personal safety protocols.
- Proficiency with Microsoft Office, including SharePoint.

REQUIRED EDUCATION, QUALIFICATIONS, AND EXPERIENCE:

- Grade 12
- Post-secondary education in criminology and bylaw enforcement
- Justice Institute BC Bylaw Compliance, Enforcement, and Investigative Skills Program Level 1 and Level 2
- Minimum 3 years related experience in bylaw enforcement in a municipal environment
- Valid Class 5 BC Driver's Licence and a clean Driver's Abstract
- Obtain and maintain a clear Police Information Check
- Access to a mobile phone to receive work-related authentication, security, and system access requests
- Willingness to undertake training related to municipal systems and processes as well as Emergency Operations Centre training

An equivalent combination of education and experience may be considered.

WORKING CONDITIONS

- Regular interactions with the public, including occasional dealings with people that are upset or angry
- Managing multiple deadlines, interruptions, and competing priorities
- Occasional physical tasks
- May be required to attend evening and occasional weekend work, meetings, and events