

JOB DESCRIPTION



Job Title	Supervisor of Enforcement		
Reports To	Manager of Legislative Services/Town Clerk	Job Grade	12
Department	Corporate Services	Hours per Week	35
Location	Town Hall	Effective	February 8, 2023
EBG Employee:	No	Status	Full Time

Job Summary

The Supervisor of Enforcement, under the direction of the Manager of Legislative Services/Town Clerk, will primarily be responsible for the day-to-day operations of the By-law Enforcement Division, including organizing and directing an effective, efficient enforcement team that provides excellent service. The incumbent exercises considerable independence of judgement and action, discussing unusual problems and policy issues with the Director. This is a supervisory, administrative and regulatory position relating to inspection and enforcement functions performed by all Enforcement Officers.

Job Requirements

- Equivalent to completion of a college program in Law & Security preferred.
- Completion of MLEOA and OAPSO courses.
- Full valid driver's licence.
- Minimum of five (5) years progressive experience working in a municipal setting with exposure to and understanding of all aspects of municipal by-laws.
- Strong leadership and supervisory skills.
- Good organizational and time management skills.
- Excellent interpersonal skills and strong customer service skills
- Must be able to anticipate deadlines and work towards achieving key deliverables.
- Good written and verbal skills.
- Good analytical ability and solutions oriented.

Job Duties

- Investigate and lay charges to by-law infractions within the Town boundaries.
- Recommend and revise by-laws to present to senior management and Council.
- Research requirements and restrictions of all regulatory by-laws.
- Periodically patrol municipality for areas of pro-active enforcement.
- Provide training and guidance to all Enforcement Officers including court protocols.
- Create schedule for all Enforcement Officers and process time off requests.
- Ensure security of data and records in compliance with legislation.
- Handle all by-law and parking complaints and respond as necessary.

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- Supervision of the Animal Care and Control Services contract.
- Ensure consistency in the patrol areas and the issuance of parking infraction tickets within boundaries of the Town by Enforcement Officers. Patrol and issue parking infraction tickets as required.
- Ensure that coin is collected regularly from parking meters and pay and display machines and that it is transported and counted efficiently at the Town offices.
- Oversee timely and effective repair or replacement of broken parking meters including changing the paper and repair of any problems with machines.
- Oversee the scheduling and execution of regular maintenance such as testing, changing batteries and cleaning of parking meter mechanisms.
- Oversee the ordering of new meter supplies or replacement supplies as required.
- Oversee the coordination of sending out notices for unpaid parking violations.
- Ensure that vehicle information is gathered, and convictions are registered with the Ministry of Transportation and Provincial Offences Office.
- Ensure that parking infraction tickets and payments re-entered into parking system and run reports as required.
- Locate lost, stolen and counterfeit permits and take necessary enforcement action.
- Conduct parking occupancy studies, on-street user surveys and assist with other traffic studies and data collection as required.
- Authorize the towing of illegally parked vehicles.
- Ensure Enforcement Officers are fully briefed and able to provide information to the public on parking regulations and facilities and any tourism related.
- Appear in court to defend the Town's position on any by-law infractions and charges or challenged parking infractions.
- Prepare and maintain complete files, including correspondence where required.
- Respond to complaints and requests for information.
- Liaise with Zoning, Planning and Building staff.
- Communicate with various Provincial agencies, legal services and Regional Prosecutors as required.
- Report to and advise Director and Council on current issues.
- Schedule inspections and appointments to best utilize resources.
- Assist in the hiring of contract Enforcement Officers and School Crossing Guards.
- Coach Enforcement Officers and School Crossing Guards when necessary.
- Assist with special events including bagging meters, erecting and removing of temporary signage and barricades, provide information to the public regarding temporary conditions.
- Ensure the highest standards of confidentiality and integrity at all times.
- Adhere to, support, promote and ensure that the team adheres to all Town policies and procedures, regulations, and other related guidelines.
- Optimize and use initiative on an ongoing basis to execute efficient work practices.
- Ensure all department practices are in compliance with legislation.
- At all times, work in a safe manner promoting health and safety and compliance with the *Occupational Health & Safety Act*.
- Hold regular team meetings and promote team building.
- Perform other duties as assigned by the Manager of Legislative Services/Town Clerk and/or the Director of Corporate Services/Treasurer.

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Competencies

- Accountability - Takes ownership of personal workload, as well as the workload of employees under his/her direction.
- Coaching - Engages in regular, structured discussions with employees in order to encourage and improve individual employee performance and attain organizational objectives.
- Conflict Management - Foresees potential conflict and takes preventative steps. Handles conflict when it arises; assisting with resolution or determining solutions.
- Decision Making - Makes concrete, well-informed and thought-out decisions that support the overall organization. Has the ability to make quick, effective decisions even when data and details are limited.
- Economical - Ensures work is completed that is conscientious of company resources.
- Leadership - Works well with a wide range of individuals to provide support, coaching, encouragement, and direction.
- Managing Performance - Identifies employee's strengths and weaknesses and provides long-term direction and support regarding areas of growth.
- Ownership - Takes pride in the work that is accomplished and understands the function of tasks within the larger picture of the organization. Ensures deadlines are met and work is completed properly.

Reviewed By: Name and Title	Kyle Freeborn, Director of Corporate Services/Treasurer		
Signature:		Date Approved:	February 8, 2023
Approved By: Name and Title	Marnie Cluckie, CAO		
Signature:		Date Approved:	February 8, 2023
<p>The above description reflects the general details considered necessary to describe the principal functions and duties as required for proper evaluation of the job and shall not be considered as a detailed description of all the work requirements that may be inherent in the job. Further interpretation of this Job Description is the responsibility of the Council, the CAO and/or the Department Director and when applicable in consultation with the 'Employee Bargaining Group.' The Corporation of the Town of Niagara-on-the-Lake reserves the right to make, modify, revoke, suspend, terminate, or change any part of this Job Description, in whole or in part, at any time.</p>			