

JOB DESCRIPTION



Job Title	Manager of Enforcement		
Reports To	Fire Chief / Director of Municipal Enforcement	Job Grade	14
Department	Fire and Emergency Services	Hours per Week	35
Location	Operations Building	Effective	June 10, 2025
EBG Employee:	No	Status	Full Time

Job Summary

The Manager of Enforcement, under the direction of the Fire Chief/Director of Municipal Enforcement, will primarily be responsible for providing daily leadership and supervision to by-law and parking staff through developing regulatory tools, leading Enforcement related projects, organizing, planning, directing and coordinating the operations of the Enforcement Division. This role fosters a culture of excellence and responsiveness, ensuring adherence to Town regulations and bylaws.

Job Requirements

- Post Secondary diploma or degree in Law Enforcement or related discipline.
- Minimum of seven (7) years of progressive experience enforcing and interpreting municipal by-laws with a minimum of three (3) years in a leadership role.
- Full membership/certifications with Municipal Law Enforcement Officers Association (MLEOA) and Ontario Association of Property Standards Officers (OAPSO).
- Experience with participating in legal proceedings and related functions, including court litigation and provision of evidence.
- Experience overseeing municipal parking officers and municipal parking programs.
- Excellent interpersonal, investigative, report-writing, problem-solving, organizational and communication skills, with the ability to communicate tactfully and convincingly.
- Ability to deal courteously and effectively with all levels of staff and government, elected officials, local boards/commissions, community groups, organizations and the public, with the ability to respect confidentiality.
- Proven expertise in political acuity, strategic decision-making, and delivering high-quality customer service.
- Thorough working knowledge of Provincial Offences Act, Highway Traffic Act, Municipal Act, Ontario Building Code Act, Planning Act, Municipal Freedom of Information and Protection of Privacy Act and Regulations, other pertinent legislation related to the enforcement of regulatory by-laws.
- Familiarity with the Administrative Monetary Penalty System (AMPS).
- Strong analytical skills with the ability to adapt to new situations and develop creative solutions to complex challenges.
- Knowledge of and ability to use technology related to the needs of By-Law Enforcement.

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- Familiarity with the creation of municipal bylaws.
- Strong sense of ethics and the ability to handle sensitive or private information with tact and discretion.
- Ability to prioritize and manage conflicting demands.

Job Duties

- Provide leadership and direction to all Enforcement staff, managing the day-to-day activities, resolving complaints and providing guidance to the team.
- Manage the supervision of all enforcement employees, including performance evaluation, training and development, coaching and counselling, health and safety, promotion, transfer, and employment separation. Review and recommend departmental staffing requirements and participate in the hiring process as required.
- Oversee enforcement, interpretation, and public education of Town bylaws and parking strategies; ensure compliance through appropriate action in accordance with authority.
- Develop and update policies, procedures, and standard operating practices to enhance efficiency and align with division objectives and priorities and integrate best enforcement practices based on operational needs.
- Collaborate with other Departments to align services with departmental goals and Council's strategic initiatives, promoting innovation and engagement.
- Respond to inquiries and complaints from the Council, the public, and external agencies regarding the interpretation and enforcement of bylaws.
- Collaborate with internal stakeholders, including other department Supervisors, Managers, and/or Directors as required to assist in any municipal by-law or other legislative compliance on enforcement; liaise with external stakeholders, including law enforcement community representatives, to resolve enforcement matters and promote compliance.
- Manage enforcement cases, prioritizing compliance, and escalate issues, when necessary, in consultation with the CAO, Directors, or Town Solicitor.
- Oversee the Administrative Monetary Penalty System (AMPS) for effectiveness.
- Identify municipal by-laws and policies that are outdated or in need of enhancement and work with the By-law and Policy Coordinator to ensure that by-law and policy documents are revised in a timely manner.
- Advise appropriate staff of investigations; recommend legal action when needed; assess risks/benefits of legal proceedings; participate in settlement negotiations.
- Oversee the preparation of court documentation and evidence; provide testimony in court as required.
- Prepare and recommend the budget for enforcement and oversee expenditures.
- Prepare reports, presentations and recommendations for Council on enforcement matters; attend Council meetings and respond to questions as necessary.
- Monitor relevant legislation and regulations, advise on impacts to the Town, and communicate changes to staff and Council.
- Always ensure the highest standards of confidentiality and integrity.
- 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.

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- Ensure all division 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. Perform other duties as assigned by the Fire Chief/Director of Municipal Enforcement.

Competencies

- Coaching - Engages in regular, structured discussions with staff to encourage and improve individual employee performance and attain organizational objectives.
- Collaboration - Creates and fosters a work environment where ideas are shared, and departments work together to achieve organizational goals.
- Communication - Expresses and transmits information with consistency and clarity.
- Conflict Management - Foresees potential conflict and takes preventative steps. Handles conflicts when they arise, assisting with resolution or determining solutions.
- Customer Focus - Provides superior service to internal and external customers.
- Decision Making - Makes concrete, well-informed and thought-out decisions that support the overall organization. Makes quick, effective decisions even when data and details are limited.
- Managing Performance - Identifies employees' strengths and weaknesses, providing long-term direction and support for areas of growth.
- Negotiation - Gains support of ideas, proposals, and solutions from others; reaches deals and compromises on what will work best for the organization; considers other opinions while holding strong to firm directions and goals.
- Results Orientation - Able to focus on desired outcomes, and how they are achieved by meeting and/or exceeding standards based on past performance, goals, and objectives, as well as the performance and/or achievements of others.

Reviewed By: Name and Title	Jay Plato, Fire Chief/Director of Municipal Enforcement		
Signature:		Date Approved:	June 10, 2025
Approved By: Name and Title	Bruce Zvaniga, Interim CAO		
Signature:		Date Approved:	June 10, 2025

The above description reflects the general details considered necessary to describe the principal functions and duties 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.