



THE CORPORATION OF THE TOWN OF OAKVILLE

JOB POSTING

JOB ID: 3251

CALL NO. 20-2063 (CUPE 1329T)

This job profile reflects the general requirements necessary to perform the principal functions of the job. This does not include all of the work requirements of the job. Applicants are required to demonstrate through their application and in the interview process that their qualifications match those specified. The minimum threshold score for each of the testing and interview components of the recruitment process is 75%.

Job Designation: Mobile Compliance Officer (8 positions available)

Department: Municipal Enforcement Services

Salary Range: \$69,612 - \$84,907

Pay Grade: 10

Duration: There are 8 contract positions available lasting for approximately 13 months, ending December 31, 2021

Reporting to the Supervisor of Enforcement Services, the Mobile Compliance Officer proactively and reactively enforces by-laws and provincial legislation pertaining to a variety of town matters such as licensing, nuisances, noise, signs, zoning and parking etc. The Mobile Compliance Officer identifies, investigates and responds to by-law violations, collects evidence and/or issues charges or tickets.

Job Responsibilities:

- Provides the public, and other interested individuals, all necessary information and assistance relating to by-laws and applicable provincial regulations.
- Inspects properties, vehicles, and buildings to ensure that their conformance with designated by-laws (i.e. licensing, nuisances, noise, signs, zoning and parking).
- Where by-law contraventions are identified, interacts directly with person(s) to achieve compliance or complete an investigation.
- When appropriate initiate action through the towns Administrative Penalty System or the Provincial Offences Act.
- Manually and electronically ensures complete and detailed documentation including record of facts, taking photographic evidence, of all investigations in sufficient detail to support prosecution.
- Triage after hours service requests to determine if a safety risk is present and take appropriate action to call out appropriate staff.
- Attend hearings or court and give evidence under oath based on investigations.
- Establish and manage a Call Centre portfolio in AMANDA of By-law (IB) and Licensing (IL) folders as well as Salesforce.
- Patrol assigned areas on foot and in a vehicle in all weather conditions.
- Liaise with other outside agencies on joint inspections and to gather information for their investigations.
- Acts as a community ambassador by providing information to the community on regulations and services including at community events, public speaking engagements, open houses and public information sessions.
- Identifies the need for new regulations and changes in conditions within the community and makes suggestions to the supervisor.
- Adhere to a strict code of confidentiality, incidental to all section investigations.
- Perform other duties as assigned, including weekend and evening shifts under an altered work schedule to be determined.

Qualifications/Skills:

- Successful completion of a Community College Diploma in security or law enforcement and/or completion of the Municipal Law Enforcement Officers Association of Ontario part #1 training combined with at least one year of relevant enforcement experience. A combination of education and experience may be considered.
- Knowledge of municipal government structure, protocols and impact including town by-laws.
- Excellent verbal and written communications.
- Strong public relations skills, as well as the ability to deal authoritatively, but politely with the public.
- Ability to work in a stressful environment while maintaining a professional demeanor.
- Strong conflict resolution, negotiating skills and ability to diffuse emotionally charged situations.
- Strong analytical and problem solving skills and proven attention to detail.

Successful candidates will abide by Ontario Health & Safety Legislation and follow Corporate Health & Safety Policies.

The Town of Oakville is an equal opportunity employer

- Proven ability to multitask and manage interruptions and re-prioritizing of work.
- Knowledge and ability to work in a computerized environment is required including GIS. Experience with Amanda and Salesforce is preferred.
- Applicant must be able to work independently and within a team environment.
- The successful candidate must hold and provide a copy of a valid and unrestricted Ontario Driver's License Class G minimum with a driving record that demonstrates responsible and safe driving behaviour. Note: Applicants with 6 or more points are ineligible for consideration. The successful applicant, who is a new hire, will be required to provide the Corporation with a current drivers abstract (no older than 30 days) and pass a Town administered road test as a condition of employment.
- Successful candidates, who are new hires and/or who have not performed in this position previously will be required to provide a satisfactory criminal record check dated within the last 30 days as a condition of employment.

Applications for this position must be received at oakville.ca in the employment section by no later than midnight on **November 1, 2020**

DATED: October 16, 2020

Successful candidates will abide by Ontario Health & Safety Legislation and follow Corporate Health & Safety Policies.

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Personal information collected from applications and resumes is collected under the authority of the *Municipal Act, 2001*, and will be used to determine qualifications for employment. Questions about this collection of information should be directed to Human Resources, 1225 Trafalgar Road, Oakville, Ontario L6H 0H3