

MUNICIPAL LAW ENFORCEMENT MANAGER

<b>Department:</b>	<b>Protective Inspection and Control</b>
<b>Reports To:</b>	<b>Director of Community Services, Infrastructure and Operations</b>
<b>Supervises:</b>	<b>Municipal Law Enforcement Officer Paid Parking Attendants Building and Municipal Enforcement Administrative Assistant Crossing Guard Supervisor</b>
<b>Review Date:</b>	<b>June 2026</b>

**SUMMARY OF POSITION**

Under the directions of the Director of Community Services, Infrastructure and Operations, the Municipal Law Enforcement Manager is responsible for directing, supervising, managing, and monitoring the work plans and the day-to-day activities of the Municipal Law Enforcement Officer(s), the Building and Municipal Enforcement Administrative Assistant, Paid Parking Attendants, Crossing Guard Supervisor and contracted resources.

The Municipal Law Enforcement Manager is responsible for the development, administration, investigation, and enforcement of Town policies and by-laws and will proactively engage with the public to provide information and interpretation of by-laws regulations, policies, and procedures. The Manager oversees and performs field enforcement services to achieve and maintain the Town's by-laws including but not limited to traffic violations, property standards, zoning, and animal control. The Municipal Law Enforcement Manager reviews, investigates and resolves related inquiries and complaints while providing guidance and support to the Municipal Law Enforcement Officer. This position is a member of the Senior Leadership Team. This position is a member of the Town's Emergency Control Group as the alternate Community Emergency Management Coordinator (CEMC).

**FUNCTIONAL RESPONSIBILITIES**

- ❖ Manages, supervises and leads Municipal Law Enforcement Officer(s) and seasonal Paid Parking Attendants
- ❖ Manages Crossing Guard Supervisor and is responsible for all aspects of designated school crossing locations.
- ❖ Provides leadership and directs the general management and day-to-day administration of the Municipal Law Enforcement department.
- ❖ Administers parking enforcement and pavilion rental services throughout the Town and Waterfront, ensuring contractual obligations and rental requirement are met.

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- ❖ Ensures staff compliance with provincial codes, regulations and by-laws and the consequences of contravention, including helping them prepare evidence for court prosecutions.
- ❖ Maintains records and Officer's notes.
- ❖ Responds to complaints from members of the public regarding by-law compliance and parking enforcement in a timely manner.
- ❖ Proposes and promotes public notices to increase the public's knowledge of by-laws and the consequences of contravention.
- ❖ Analyzes data to compile statistics and develop reports/recommendations to the Director of Community Services, Infrastructure and Operations, the Chief Administrative Officer, and Council.
- ❖ Attends court to address parking and by-law related matters when required.
- ❖ Assists MLEOs with patrolling and monitoring adherence to Town by-laws, identifies violations of Town by-laws and issues violation tickets in accordance with municipal by-laws and the Provincial Offences Act.
- ❖ Oversees and performs the administration and enforcement of property standards issues in accordance with Section 15 of the Building Code Act. i.e.: property inspections for maintenance and standards issues, issuing orders, serving orders, posting orders, registering orders, hearing order appeals, confirming orders, carrying out code procedure to remedy non-compliance, which may require maintenance, repair, or demolition.
- ❖ Assists the Building Services Manager/CBO with the administration and enforcement of the provisions of the Town's Zoning By-Law including but not limited to inspections of properties to determine conformity to zoning by-law, provides information pertaining to conformity, hears appeals to non-conformity issues, penalizes non-conformance in accordance with the Municipal Act and the Provincial Offences Act. Follow up with all necessary procedures involving Provincial Offence Notices and Summons.
- ❖ Oversees and performs the maintenance of parking meters and collection and handling of cash boxes.
- ❖ Responsible for the enforcement of the Town of Goderich By-Law that regulates animal care and control, if required dispatches or releases animals in accordance with all applicable legislation.
- ❖ Performs all duties and responsibilities of a Municipal Law Enforcement Officer.
- ❖ Works with and supports Parks/Cemetery Supervisor and/or Community Services and Operations Manager regarding waterfront maintenance items (i.e., communication of washroom cleaning, garbage removal, water supply issues, etc.).
- ❖ Adheres to Town and Departmental policies, procedures, and programs. Contributes to development of department goals and objectives regarding own work as requested by Director of Community Services, Infrastructure and Operations.

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- ❖ Participates in human resources management of Municipal Law Enforcement department personnel including recruitment, training, directing, conflict resolution, discipline, scheduling, and performance management.
- ❖ Promotes a high standard of customer service to the public as well as to all internal customers.
- ❖ Assists in the maintenance of a positive team environment by collaborating cooperatively with other staff, using the appropriate processes for managing problems, helping to motivate and encourage peers, contributing ideas, and assisting others where necessary.
- ❖ Performs other related duties as assigned.

**POLICY/PROCEDURE**

- ❖ Reviews legislation and regulations for the purpose of keeping abreast of changes in the law.
- ❖ Responsible for the drafting and reviewing of municipal by-laws with assistance from the Director of Legislative Services/Clerk.
- ❖ Assists the Director Corporate Services/Treasurer with the preparation of the department budget.
- ❖ Provides corporate policy and procedure advice, as required including review of current and the development of new policies.
- ❖ Creates and maintains a customer-friendly atmosphere and sets high expectations of staff to deliver superior customer satisfaction. Manages overall performance according to key performance indicators and seeks and implements operational efficiencies that enhance overall service delivery and customer service.

**STRATEGIC MANAGEMENT**

- ❖ Not responsible for strategic management.

**EDUCATION AND QUALIFICATIONS.**

- ❖ Completion of a two (2) year college diploma in Police Foundations, or equivalent.
- ❖ Minimum of three (3) to four (4) years' direct experience in enforcement with direct knowledge of the concepts, practices and techniques of local government administration including 1 year of supervisory experience.
- ❖ Ontario Association of Property Standards Officers (OAPSO) Certification or willingness to complete within a reasonable time frame.
- ❖ Ontario By-Law Officer Core Competency Program Certification
- ❖ Animal Control Officer Certification
- ❖ Basic Emergency Management (BEM) Training
- ❖ Certified Emergency Management Coordinator (CEMC) Training
- ❖ Scribe Writing Course
- ❖ Incident Management System (IMS 100 and 200) Training

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- ❖ Valid Ontario Driver's Licence.
- ❖ Valid Ontario Outdoor Card considered an asset.
- ❖ Valid Firearms Licence considered an asset.
- ❖ Valid First Aid/CPR
- ❖ Satisfactory Vulnerable Sector Check (VSC)

**KNOWLEDGE AND SKILLS**

- ❖ Strong knowledge of Provincial Offence Act, Criminal Code of Canada, Police Services Act, Ontario Evidence Act, Canada Charter of Rights & Freedoms, and other legislation related to field work.
- ❖ Working knowledge of Dog Owners Liability Act
- ❖ Knowledge of the concepts, practices, and techniques of local government administration; in-depth knowledge of municipal law enforcement with the ability to interpret municipal policies and by-laws; and knowledge and experience with legal principles and processes.
- ❖ Strong interpersonal, communication and conflict resolution skills to interact effectively with all staff, Council, and the public.
- ❖ Knowledge of animal behaviour in domestic and wildlife species and the ability to handle and capture a wide variety of animals, including injured and possibly dangerous animals using, humane capture tools, equipment, and techniques.
- ❖ Experience with presenting evidence in court or other discovery proceedings.
- ❖ Strong organizational planning and administration skills to effectively direct and manage the operations of the Municipal Enforcement Services department.
- ❖ Ability to assess by-law violations, conduct investigations and make reports.
- ❖ Ability to perform physical work (lifting (up to 50 lbs), sitting, standing, walking, bending, pushing, pulling, reaching, carrying) and capable of working in a varying of weather conditions.
- ❖ Knowledge and use of general office equipment including related computer software/hardware.
- ❖ Ability to demonstrate tact and discretion in handling matters of a confidential or politically sensitive nature.
- ❖ Ability to think and act strategically and appropriately in a political and community service environment.
- ❖ Ability to work independently with minimal supervision and in a team environment.

**PERSONAL CONTACTS**

Communicates with internal and external individuals.

- ❖ Internally, this includes:
  - CAO, Senior Leadership Team Directors and Managers, municipal employees, and members of Council
- ❖ Externally, this includes:

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- The public, neighbouring municipalities, consultants, contractors, provincial and federal agencies, and non-governmental organizations (NGO) (i.e., local service clubs, etc.)

**HEALTH AND SAFETY**

- ❖ Ensure that Occupational Health & Safety Act, the Town of Goderich Health and Safety Program, and other provincial legislation and regulations are strictly observed and followed.
- ❖ The Town will provide the necessary safety equipment for this position.

**WORKING CONDITIONS**

Work occurs in both a clean office environment with a high degree of public contact. and an outdoor setting in all weather conditions. This position requires extended periods of sitting, standing, or walking, as well as consistent visual and mental concentration on computer screen(s). Hours of work are scheduled within the core operating hours of 8 AM – 4 PM, Monday through Friday, working 35 hours per week. However, this position will be required to respond to phone calls and may be requested to work outside of the core operating hours at the request of the Chief Administrative Officer, and/or the Director of Community Services, Infrastructure, and Operations to meet the demands of the department. The position acts as the primary escalation point for MLEO and Crossing Guard staff during normal working day, as well as provides on-call or after-hours managerial oversight when operational demands peak, and steps in to resolve high-priority or escalated incidents that require executive direction. Work can include extraordinary and long hours due to seasonal fluctuation in by-law response activity or other emergencies that may arise. Overtime may be required to achieve and meet deadlines that are imposed by legislation, Council's direction, or established procedures. Work involves exposure to abusive language, threatening and violent behaviour, disruptions, difficult situations and/or conflict that must be handled diplomatically and without compromising the Town of Goderich's corporate policies.

**NOTE TO READER: This job description is intended to relay information that describes the general responsibilities, tasks and processes involved in performing the duties of this job. It is not intended to be a comprehensive list of tasks or a detailed step-by-step job manual. The information provided will indicate the general skills, effort, responsibility, and working conditions expected in the role.**