

Job Title:	Manager of Bylaw Enforcement
Department:	Protective Services
Reports To:	General Manager of Emergency & Protective Services / Fire Chief
Salary Band:	Band 11
Last Update:	October 16, 2024

Position Summary:

Reporting to the General Manager of Emergency & Protective Services / Fire Chief, the Manager of Bylaw Enforcement is responsible for the overall leadership, strategic direction, and daily operations of the Bylaw Enforcement Division. This role ensures effective enforcement of municipal bylaws, supervises enforcement staff, and leads initiatives that support the Township's goals and community standards. The Manager contributes to strategic planning and policy development, promotes collaboration and accountability, and ensures that enforcement practices are evidence-based and responsive to community needs. The Manager may also act in the capacity of a Bylaw Officer as required.

Key Duties and Responsibilities:

1. Leadership & Operations

- a) Provide leadership and supervision to bylaw enforcement staff, including scheduling, training, performance management, and professional development.
- b) Oversee daily enforcement activities, investigations, and complaint resolution.
- c) Supervise contracted bylaw enforcement and security providers and administer contracts with those providers.
- d) Develop and implement operational plans, enforcement strategies, and service delivery improvements.
- e) Coordinate interdepartmental and interagency collaboration on enforcement matters.
- f) Establish departmental goals and objectives. Develop, recommend and administer policies and procedures, programs, systems and standards
- g) Able to be flexible and manage multiple tasks in an environment with shifting priorities, firm deadlines and high performance expectations.
- h) Strong critical thinking and decision-making skills using innovative and outcome oriented leadership.

2. Policy & Regulatory Development

- a) Review, draft, and recommend updates to municipal bylaws and enforcement policies.
- b) Ensure bylaws are clear, enforceable, and aligned with provincial legislation and community priorities.

- c) Contact and/or liaise with other regulatory agencies or bodies such as the Alcohol and Gaming Commission of Ontario, OPP and/or other parties to affect a resolution, to report issues outside the municipality's jurisdiction and/or to clarify enforcement related policy/procedure.
- d) Monitor legislative changes and emerging trends to inform policy development.

3. Community Standards

- a) Promote and uphold community standards that reflect the values and expectations of Ramara residents.
- b) Prepare and process recommendations to the Province regarding fines and other matters related to the Provincial Offences Act and other applicable legislation.
- c) Conduct prosecutions related to municipal bylaws and provincial statutes, as well as the Ontario Building Code and Fire Code offences as required.
- d) Attend appeal hearings and act as a Case/Hearings Presenter for appeals under municipal licensing and regulatory bylaws.
- e) Engage with the public to educate and raise awareness about municipal bylaws and compliance.
- f) Oversee the issuance of orders, tickets or fines for violations of the by-laws in conformity with related legislation. Oversee the administration and coordination all aspects of the licensing process.
- g) Foster a culture of respect, safety, and responsibility through proactive enforcement and outreach.
- h) Support initiatives that enhance livability, property standards, and public safety.
- i) Act in the capacity of a Bylaw officer as required.

4. Reporting & Council Engagement

- a) Prepare detailed reports, presentations, and recommendations for senior management and Council.
- b) Respond to inquiries and provide expert advice on enforcement matters.
- c) As required, attend Senior Leadership Team meetings and provide guidance, information and reports on legal, regulatory and enforcement matters.
- d) Support Council in understanding enforcement challenges and opportunities.

5. Other

- a) Comply with the Occupational Health and Safety Act and Regulations and Corporate Occupational Health and Safety Program, related policies and procedures.
- b) Ensure the confidentiality of all information in accordance with the Municipal Freedom of Information and Protection of Privacy Act.
- c) Undertake other duties as assigned by the General Manager of Emergency and Protective Services /Fire Chief in accordance with Township objectives.
- d) Operate equipment such as a two-way radio, cell phone, computer, digital camera and basic construction measuring tools and accessories to ensure the complete and accurate reflection of inspection reports and evidence.

- e) Drive a vehicle to complete investigations/inspections and attend other agencies, offices and court.
- f) Attend Council and Committee meetings as required.
- g) Participate in special interest groups, community consultations, professional network tables and other meetings as required.

Supervisory Responsibilities (subject to change):

- Bylaw Coordinator
- Bylaw Enforcement Officers
- Seasonal Bylaw Enforcement Officers
- Crossing Guard
- Contracted Security Services

Education, Experience and Qualifications:

- Post-secondary education in law enforcement, public administration, or a related field.
- Minimum 5 years of progressive related experience, including knowledge of enforcement and the practices and procedures of the Ontario Court System.
- Minimum 4 years supervisory experience.
- Strong knowledge, interpretation and application of Municipal By-laws and Provincial Legislation; knowledge, interpretation, and application of Property Standards legislation.
- Experience managing the application, issuance, renewal and appeal processes in a licensing services, permit and administration environment.
- Excellent communication, leadership, and conflict resolution skills.
- Valid Ontario Class G Driver's License.
- Excellent interpersonal skills including the ability to communicate with the public using dispute resolution and mediation, elected officials and other staff and agencies in a professional and courteous manner.

Required Certifications:

- MLEOA Municipal Law Enforcement Certified
- Certification by the Ontario Association of Property Standards Officers, equivalent education and experience may be considered.
- Municipal Administration Program (MAP) certification or equivalent
- Ontario Driver's License (Class G) with a clean abstract

Applicable Regulations (including but not limited to):

- Building Code Act
- Animal for Research Act R.R.O.1990 Reg 23- Pounds Care Standard



Bylaw Enforcement Officer
The Corporation of the Township of Ramara

- Provincial Offences Act (P.O.A.)
- Municipal Act 2001
- Highway Traffic Act
- Dog Owners Liability Act (D.O.L.A.)
- Livestock, Poultry & Honey Bee Protection Act
- Freedom of Information & Privacy Act
- Planning Act

This job description is intended to describe the general nature and level of work being performed by the person assigned to this position. The primary duties and responsibilities are intended to describe those functions that are essential to the performance of this job.

This job description does not state or imply that the above are the only duties and responsibilities assigned to this position. There are other duties and responsibilities that are considered incidental or secondary to the overall purpose of this job. Employees holding this position will be required to perform any other job-related duties as requested by management. All requirements are subject to possible modification to reasonably accommodate individuals with a disability.