

Bylaw Officer

Job Description

Reports to:	Municipal Enforcement Team Leader
Division:	Community Safety & Organizational Excellence
Business Centre:	Municipal Enforcement
Team:	Municipal Enforcement Team
Date Updated:	2025

Job Scope: The Bylaw Officer is responsible for educating and enforcing municipal bylaws, preserving public peace, and supporting community safety initiatives under the direction of the Chief Administrative Officer (CAO). The role involves responding to complaints, conducting community patrols, and collaborating with team members to resolve issues. Officers interact professionally with the public, manage inquiries and complaints, and maintain accurate records of investigations and enforcement activities.

Key responsibilities of the job are as follow:

1. General responsibilities:

Field Operations & Community Engagement

- Conduct regular proactive patrols and community outreach to educate the public on municipal bylaws;
- Promote a positive and professional image of the Town in all interactions;
- Enforce municipal bylaws as directed, ensuring respectful and empathetic service.

Relationship Building & Public Awareness

- Liaise with community groups, schools, and organizations to deliver public awareness programs;
- Develop positive relationships with residents and visitors, diffusing conflict situations as needed;
- Collaborate with other enforcement agencies and participate in information seminars.

Complaint Management & Investigations

- Investigate complaints and take appropriate action to resolve issues;
- Assist other Town business areas with bylaw enforcement activities when requested.

Administration & Reporting

- Document and enter daily reports into the agency reporting system;
- Identify and implement process improvements;
- Prepare for and attend court as required.

2. Other responsibilities:

- Research enforcement-related topics and produce reports as needed;
- Ensure compliance with OH&S, Town Standards and Administrative Guidelines; and
- Projects & initiatives as assigned.

Qualifications and required skills:

- **Education:** Equivalent to completion of or working towards a diploma training program at a college or technical school. It requires an ability to understand, utilize and communicate

specialized information in speech and written text. This specialized training is often formalized and recognized by a diploma in a related field (e.g., Criminology, Police Foundations).

- **Certifications:** Valid Alberta Class 5 driver's license (non-GDL) with less than 6 demerit points and no suspensions.
- **Experience:**
 - 1 or more years of related directly related work experience representing continuous learning.
 - Work experience in bylaw, security, or enforcement roles preferred.
- **Skills:**
 - Resourcefulness and initiative.
 - Excellent customer service, organizational, and time management skills.
 - Strong communication, conflict management, negotiation, and mediation skills.
 - Proficient with Microsoft Office Suite and position relevant software.