

Municipal Enforcement Administrator

Job Description

| | |
|-------------------------|---|
| Reports to: | Municipal Enforcement Manager |
| Division: | Community Safety & Organizational Excellence |
| Business Centre: | Municipal Enforcement |
| Date Updated: | 2025 |

Job Scope: The Municipal Enforcement Administrator provides specialized support to Municipal Enforcement Officers which include Bylaw and Peace Officers. Supporting processes such as issuing parking permits, responding to customer queries and complaints including support of local bylaws and provincial statutes. This position is the liaison between the Municipal Enforcement, RCMP, Provincial and Federal Crown Counsel, all stakeholders of the Criminal Justice System, other Federal and Provincial Agencies and the public.

Key responsibilities of the job are as follow:

1. General responsibilities:

- Assess inquiries and respond directly wherever possible.
- Understand bylaws/traffic laws to assist public inquiries.
- Collect, process and track fees for Town fines.
- Issue parking permits and fines.
- Administer the Animal Control program.
- Retrieve database information for reporting purposes.
- Track officer court hours for reporting purposes.
- Process and forward violation tickets to court within time constraints.
- Take statements and verify associated documents.
- Assist the Officers in preparation of trial disclosure packages.
- Liaise with the Crown and court regarding violations & trials.
- Verify and sign required documents as Commissioner of Oaths.
- Prepare and issue parking permits.
- **General Administrative Support** –Creating standardized documents such as letters or forms, creating basic original documents or modifying standard documents, modify formatting, responding to e-mails, attending and documenting meetings, process invoices, etc.
- **Systems & Software**– Efficiently navigate relevant business centre, division and Town systems and software where required to complete administrative responsibilities.
- **Records Management** – Develop and maintain databases and records management that complies with Town Records Management Systems (RMS) Policy.
- **Data Entry** – Entering data into new or pre-established spreadsheets, existing systems or software, tracking data such as performance metrics, assisting with budget preparation, tracking budgets and costs, etc.
- **Presentations** – Using PowerPoint or similar software develop presentations using source information or guidelines provided by requestor.

- **Calendar, Meetings, and Event Coordination** - Involves all aspects of coordinating the calendar of others, setting up meeting times, creating and circulating agenda and minutes, coordinating location, required technology and the details related to special events, managing distribution and contact lists, etc.

2. Other responsibilities:

- Provide back up to team members and other administrative staff as needed.
- Conduct routine research using the internet or other sources.
- Basic contract administration & circulate information to all stakeholders.
- Proactively identify areas or processes for improvement or updating.
- Ensure all activities are conducted according to Occupational Health & Safety and Town standards.
- Projects as assigned.

Qualifications and required skills:

- **Education:** Equivalent to completion of 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 that may include Office Administration Diploma, Business Administration Diploma or related field.
- **Experience:** 3 or more year's related work experience representing continuous learning.
- Security clearance at the level of RCMP Verified Reliable status must be obtained and maintained.
- CPO level 2 and Commissioner of Oaths sponsorship eligibility and ability to maintain is required.
- Discretion, diplomacy/sensitivity and maintaining customer confidentiality.
- Problem-solving abilities.
- Can work independently and as part of a team.
- Proficiency in Microsoft Office Suite (Word, Excel, Outlook, etc.).
- Strong organizational, time-management, and multitasking abilities.
- Excellent written and verbal communication skills.
- Strong Customer Service skills.
- Attention to detail and accuracy in data entry and recordkeeping.