

CITY OF HAMILTON

HEALTHY & SAFE COMMUNITIES DEPARTMENT

(PUBLIC HEALTH SERVICES – HEALTHY ENVIRONMENTS DIVISION – LOCATION – 110 KING ST. W., 3rd FLOOR)

MUNICIPAL LAW ENFORCEMENT OFFICER – PH - CUPE 5167

SUMMARY OF DUTIES

Reports to the Supervisor, Health Hazards & Vector-borne Diseases. Investigates and enforces Section 26 of the City of Hamilton Property Standards By-Law (No. 10-221). Successful candidate shall have knowledge and familiarity with other sections of the Property Standards By-Law, as well as the Yard Maintenance and Vital Services By-laws. Reviews, investigates and resolves related inquiries and complaints related to pest (bed bugs, cockroaches, rats, mice, fleas, wasps) activity. Educates and provides information related to roles and responsibilities of pest control actions to both landlords and tenants involved in pest control disputes. Prepares Notices, Orders, issues tickets, lays charges, delivers summonses, prepares and gives evidence in court, if needed.

GENERAL DUTIES

Investigates and enforces Section 26 of the City of Hamilton Property Standards By-Law (No. 10-221) by:

- Investigating and analyzing assigned inquiries/complaints to determine if it indicates a potential/actual violation;
- Investigating observed by-law related issues and/or actual/potential violations to proactively enforce by-law requirements;
- Investigating in the field includes proactive and reactive site visits, patrolling on foot at times on uneven terrain, slopes, standing and walking for lengths of time, speaking with multiple individuals who may be defiant to compliance; educating and enforcing;
- Taking appropriate action based on investigative results and policies and procedures including issuing orders, Administrative Penalty Notices, POA tickets and summonses;
- Identifying and making recommendations for management approval where enforcement includes consideration of other relevant factors such as evidence presented, history and timeframe for compliance;
- Completing written and/or verbal reports and correspondence;
- Educating and informing both landlords and tenants involved in pest control disputes about respective roles and responsibilities of pest control actions required to mutually resolve the issue;
- Inputting and retrieving complaint and inspections related data into inspection record database;
- Maintaining paper and computerized records for investigations, interviews and inspections such as investigations notebook;
- Preparing, collecting and giving evidence in court and/or and act as witness for related Landlord Tenant Board hearings as summoned.

Reviews, investigates and resolves assigned by-law inquiries and complaints from the public, other departments, supervisory staff and outside agencies/individuals.

Provides feedback on by-law amendments and/or policy/procedural changes.

Drives own vehicle to complete investigations/inspections and attends other agencies, offices and court.

Must work in a variety of conditions including inclement weather, dust, dirt etc.

Must wear a uniform.

Works in accordance with the provisions of applicable Health and Safety legislation and all City of Hamilton corporate and departmental policies and procedures related to Occupational Health and Safety.

Performs other duties as assigned which are directly related to the major responsibilities of the job.

QUALIFICATIONS

1. Previous law enforcement experience or completion of relevant education such as Protection, Security and Investigation administration or Police Foundations. Knowledge of the Ontario Building Code would be an asset.
2. Completion of the Ontario Property Standards Association of Ontario Basic Course (Level I), or the ability to complete within one year in the position. Preference will be given to candidates that have completed the Basic Course (Level 1). Completion of the Intermediate Course (Level II) or the ability to complete the course within two years in the position and the ability to complete the Advanced Course (Level III) and become certified within three years in the position.
3. Successful completion of the Municipal Law Enforcement Officer's Association's Foundations and Advance courses would be an asset.
4. The ability to interpret and apply legislation.
5. Training in mediation or dispute resolution.
6. Demonstrated ability to communicate effectively with the public, peers, supervisory staff, other departments and other agencies, both verbally and in written form, in responding to inquiries and/or complaints.
7. The ability to act in a confident and professional manner under stressful situations while exercising good judgement, including providing evidence in court, and responds promptly to customer needs.
8. Demonstrated ability to conduct investigations/inspections including the preparation of written reports, briefs, evidence and other related documents and correspondence in a fast-paced working environment.
9. Experience working in a computerized environment with a working knowledge of computer applications such as Microsoft Office including Outlook, Word and Excel. Previous experience with database management software such as HANSEN or AMANDA would be an asset.