

CITY OF HAMILTON

PUBLIC WORKS DEPARTMENT

(WASTE MANAGEMENT DIVISION – WASTE COLLECTIONS – LOCATION – 1579 BURLINGTON ST. E.)

WASTE COLLECTIONS/PARKS BYLAW OFFICER - CUPE5167

SUMMARY OF DUTIES

Reports to the Supervisor, Customer Service - Waste Collections. Investigates and enforces City of Hamilton Solid Waste Bylaw and Parks Bylaw. Reviews, investigates and resolves related inquiries and complaints.

GENERAL DUTIES

Investigates and enforces City of Hamilton Waste Management Bylaw and Parks Bylaw 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;
- Utilizing policy/procedure to interpret and apply the appropriate by-law to ensure enforcement/compliance;
- Taking appropriate action based on investigative results and policies and procedures including issuing orders, tickets and summonses using best practices;
- 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;
- Contacting and/or liaising with other regulatory agencies or bodies such as the Ministry of the Environment and/or other departments to affect a resolution, to report issues outside the City's jurisdiction and/or to clarify enforcement related policy/procedure;
- Inputting and retrieving complaint and inspections related data;
- Maintaining paper and computerized records for investigations, interviews and inspections such as investigations notebook;
- Preparing, collecting and giving evidence in court or at an APS hearing

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.

Operates equipment such as a two-way radio, cell phone, computer, digital camera and basic tools and accessories to ensure the complete and accurate reflection of inspection reports and evidence.

Drives a 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.
2. The ability to interpret and apply legislation.
3. Training in mediation or dispute resolution.
4. 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.
5. The ability to act in a confident and professional manner under stressful situations, including providing evidence in court, and responds promptly to customer needs.
6. Demonstrated ability to conduct investigations/inspections including the preparation of written reports, briefs, evidence and other related documents and correspondence.
7. Demonstrated experience in a computerized environment. Must have basic level computer skills in Microsoft Word, Excel & Outlook. Previous experience with database management software such as HANSEN would be an asset.
8. Successful completion of the Municipal Law Enforcement Officer's Association's Foundations and Advance courses would be an asset.

THE INCUMBENT SHALL COMPLY WITH ALL HEALTH AND SAFETY POLICIES AND PRACTICES FOR THIS POSITION AND THE WORKPLACE.
