



SQUAMISH

HARDWIRED *for* ADVENTURE

External Job Posting

Position:	Community Patrol Officer (Multiple Positions)
Status:	Casual/On-Call
Work Area:	Bylaw and Animal Control
Posting Date:	July 28, 2021
Closing Date:	Until filled.

GENERAL SUMMARY

Under the general supervision and direction of the Manager of Bylaw Enforcement & Animal Control, the Community Patrol Officer will focus on the Traffic Bylaw and Animal Control Bylaw by performing field and administrative work, as well as completing tasks at the District of Squamish Animal Shelter. Community Patrol Officers support the Bylaw and Animal Control Department by conducting proactive patrols, educating the public on enforcement matters and assisting with the care and handling of dogs in the District's care.

KEY RESPONSIBILITIES

Customer Service

- Contributes to the success of our team and harmony of our community, by fostering the District of Squamish corporate values in their work: thinking beyond today, working together, acting with courage and enthusiasm, doing the right thing, and striving to do better every day.
- Follows the District of Squamish's Customer Service Guidelines to ensure the Delivery of Outstanding Service.
- Focuses on education when interacting with the community and finds innovative methods of achieving voluntary compliance, uses enforcement by ticketing to bolster this message when required.

Bylaw Enforcement Duties

- Proactively patrols the Municipality to detect violations of Municipal bylaws related to vehicle parking.
- Informs and educates parking bylaw violators of the nature of the bylaw offence, and actively seeks to resolve disputes or infractions informally to gain voluntary compliance.
- Issues Warning Notices of Violation or Bylaw Offence Notices.
- Explains and interprets Regulatory Bylaws, regulations, policies and procedures, and conveys information to others clearly and concisely, both orally and in writing.
- Prepares any necessary Court or adjudication documents and files, prosecutes all minor Bylaw Violations, and provides evidence in Court.
- Maintains administrative files and records, and prepares routine correspondence.
- Provides investigative support to other District departments.
- Assists Bylaw Enforcement Officers and Animal Control Officers when necessary and as directed.

Animal Control Duties and Responsibilities

- Promotes responsible dog ownership within the District.
- Responsible for feeding, grooming, administering prescribed medications, and post-surgical care for impounded animals.
- Cleans Shelter facility, kennels, and surrounding area ensuring a high-level of facility hygiene.
- Explains Animal Control policies, regulations, bylaws and procedures to others.
- Maintains files related to Animal Control registration and sales by updating database.
- Maintains adequate inventory of dog food and cleaning supplies.
- Provides assistance related to the adoption of dogs
- Sells dog licences, collects fees, issues receipts, and balances cash.
- Notifies owners of impounded dogs and explains release policy and procedure.
- Assists Veterinarian with control of animals during treatment or euthanasia, as necessary.
- Other duties as required.

REQUIRED KNOWLEDGE, SKILLS & ABILITIES

- Excellent interpersonal skills and the ability to provide effective customer service, diffuse hostility in an effective manner while consistently maintaining a professional and diplomatic demeanor.
- Excellent organizational skills, the ability to perform multiple duties simultaneously with deadlines.



SQUAMISH

HARDWIRED *for* ADVENTURE

- Thorough knowledge of business English, basic arithmetic, and modern office practices, procedures and equipment.
- Basic skills in MS Word, Excel and Outlook.
- Knowledge of court service practices, adjudication procedures, and the rules of evidence and investigational techniques.
- Ability to read and interpret bylaws, related legislation, regulations, Local Government Act, and the Community Charter.
- Ability to deal with confidential and sensitive information with a high degree of discretion and impartiality.
- Ability to work safely and in compliance with the District of Squamish Health and Safety Policy, WorkSafe BC, and other related health and safety regulations.
- Ability to work both independently and interdependently while exercising sound judgment and initiative.
- Ability to conduct patrols from a vehicle, bicycle or on foot.
- Ability to handle animals.
- Strong communication skills, both verbally and in writing.
- Must be able to meet the physical demands of the position including lifting at least 34 kg (75 lbs.) and working in adverse weather conditions.

WORKING CONDITIONS

Community Patrol Officers work in a variety of locations including in the office, attending court, and working outdoors in all weather conditions. Working with dogs in the Shelter, in public and loading into vehicles. Working environment contains moderate risk, for example: entry onto property and dealing with angry or upset members of the public.

REQUIRED TRAINING, EDUCATION AND EXPERIENCE

- Valid BC Class 5 Driver's License with a safe driving record
- Grade 12 supplemented with demonstrated training in high-conflict situations
- Able to obtain and maintain RCMP Enhanced Security Clearance
- Animal handling or Animal Control courses

AND

- 2 years experience dealing with the public in a municipal regulatory capacity
- Experience in a volunteer position in a community organization or program.
- Post-secondary education in a related subject area.

OR

- An equivalent combination of education, training and experience

Disclaimer:

The above statements are intended to describe the general nature and level of work being performed by people assigned to this position. This is a general list of responsibilities, duties and skills required of personnel so classified. Other related duties may be assigned in keeping with the general nature of the position.

Hours of Work: Casual/On-Call. Shifts range from Monday to Friday, between 7:00am-8:00pm; and Saturday and Sunday, between 7:00am-4:00pm

Salary: \$27.98 per hour

This is a Union position within the Collective Agreement of CUPE Local 2269 and the District of Squamish.

Direct Your Application (Quoting Competition #) To: #21-58

Human Resources

District of Squamish

37955 Second Avenue, P.O. Box 310, Squamish, B.C., V8B 0A3 E-mail: jobs@squamish.ca

The District of Squamish is an equal opportunity employer, committed to recruiting an inclusive workforce that reflects the community we serve. We encourage applicants from diverse backgrounds, including Indigenous applicants, all genders, nationalities and persons with disabilities.