



**Town of Wolfville
Position Description**

Position Title:	Community Liaison and Compliance Coordinator
Reports to:	Chief Administrative Officer (CAO)
Subordinate Staff:	Compliance Officer, Contract Employees
Salary Range:	Level 3 - \$47,678 - \$67,089
Classification:	Permanent, full-time

Position Summary:

The Community Liaison and Compliance Coordinator is a revamped position with the Town of Wolfville that provides key support to the senior management team and Council regarding community relations and compliance. Accountable to the Chief Administrative Officer, the Community Liaison and Compliance Coordinator will manage relationships with landlords, the business community, Acadia University, the Acadia Student's Union, work with neighbourhood groups and individuals, the RCMP, the Town and Gown Committee and other partners to achieve better harmony in our diverse community. This role, with the support of a Compliance Officer, is responsible for the compliance of all municipal bylaws, parking under the Motor Vehicle Act and some provisions of the Municipal Government Act. This role is expected to use a variety of existing and creative new ways of achieving positive outcomes including: community education, partnership development, community engagement and enforcement tools.

Principle Duties and Responsibilities:

- Creatively build relationships and capacity with community partners such as Acadia University, the Acadia Student's Union, the Business Community, Landlords, Residents and Neighbourhood Groups.
- Develop or assist in the development of strategies, policies, programs and initiatives to achieve improved community harmony and compliance with adopted by-laws.
- Be a staff resource or representative on any appropriate committees or working groups.
- Communicate with citizens, business leaders and landlords on compliance issues and build partnerships to achieve compliance.
- Work collaboratively with other Town staff (Development Officer, Building Official, Community Engagement Coordinator) on by-law compliance and neighbourhood issues.
- Assist the RCMP and Acadia Safety and Security to ensure effective delivery of services related to bylaw infractions (noise, nuisance, etc) with the goal of improved community harmony.

- Work closely with Acadia University and the Acadia Student's Union on the implementation of the Student Code of Conduct.
- Present regular updates to senior management, Committees and Council.
- Supervise the Compliance Officer and manage all enforcement contracts and service relationships.
- Work with the Compliance Officer to respond, investigate and record all citizen complaints.
- Work with the Compliance Officer to coordinate all compliance activities and provide support to other staff that have a bylaw enforcement component to their position (e.g. Development Officer and Building Official).
- Maintain a working knowledge of all town bylaws, polices and strategies, applicable sections of the Municipal Government Act and the Motor Vehicle Act as it pertains to parking.
- Review existing bylaws and policies for recommendations on any bylaws and polices that need to be repealed, amended or developed for improved service.
- Maintain special constable status as approved by provincial legislations for all applicable laws within the jurisdiction of the Town of Wolfville.
- Maintain membership in the Atlantic Bylaw Officers Association.
- Perform additional related duties and responsibilities.

Required Qualifications:

Minimum qualifications include:

- Valid Nova Scotia Driver's License.
- University Degree or College Diploma in a related field (a variety of backgrounds will be considered and the Town is willing to train the right candidate to take on this important position).
- No criminal record.
- Experience with public relations or community education approaches.

Skill/Knowledge

- Excellent written and oral communication skills
- Excellent interpersonal skills, with the ability to exercise significant courtesy, tact and diplomacy.
- Ability to deal effectively and courteously with Council, staff, outside agencies and the general public.
- Sound judgement in the interpretation and application of bylaws, regulations, rules and codes related to the work.
- Ability to work with limited supervision in a position requiring a high degree of accuracy, efficiency and diplomacy.
- Computer skills and knowledge of software to efficiently record complaints.
- Working knowledge of applicable legislation relevant to bylaw compliance.
- Knowledge of the Summary Offence Ticket process and the court system.

Decision-Making

The Community Liaison and Compliance Coordinator will be required to work in stressful situations and react quickly with good judgement, tact and diplomacy. This position will need to be accountable for any public statements and to make independent decisions.

General Capabilities

- Attention to detail.
- Ability to work independently.
- Excellent communication and coordination skills.
- Ability to work as a team and build relationships across departments and with outside stakeholders.
- A problem solver.
- Team builder.
- Excellent conflict resolution skills.

Other Benefits/Criteria:

- Membership in the Atlantic By-law Officers Association
- Professional association memberships, continued professional development and training

Working Conditions

- This position requires periods of time in front of a computer screen.
- Some evening or overtime work requires time flexibility. To be successful and truly understand the community, this role will require attendance and monitoring at key events, some weekends, some off-hours/late nights.
- There will be direct contact with the public and community stakeholders.
- Driving will be required to patrol, do inspections and respond to citizen requests.
- A Town of Wolfville vehicle will be available for operations of the Community Liaison and Compliance position.
- There is a requirement for walking or standing for long periods of time, perhaps during cold or inclement weather.