



**Town of Wolfville
Position Description**

Position Title:	Compliance Officer
Reports to:	Community Compliance Coordinator
Subordinate Staff:	Contract Employees
Salary Range:	Level 1 – \$19.12 to \$26.91 per hour
Classification:	Permanent, part-time (20 hours per week)

Position Summary

The Compliance Officer is a position with the Town of Wolfville that provides key support to the Community Compliance Coordinator. Accountable to the Chief Administrative Officer, the Compliance Officer will work with neighborhood groups and individuals, the RCMP, and other partners to achieve better harmony in our diverse community. This role is responsible for the compliance of all municipal bylaws, with a primary focus on the Nuisance Party and Noise Bylaws, parking under the Motor Vehicle Act, Property Minimum Standards Bylaw, 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:

- Assist in the development of strategies, policies, programs, and initiatives to achieve improved community harmony and compliance with adopted bylaws.
- Actively enforce the Town's bylaws as required and undertake all associated follow-up.
- 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, Special Projects Coordinator, and more) on bylaw compliance and neighborhood issues.
- Work with 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 sharing of information and implementation of the Student Code of Conduct.
- May be called upon to provide updates to senior management, Committees, and Council.

- Respond, investigate, and record all citizen complaints.
- Maintain a working knowledge of all town bylaws, policies, 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 policies that need to be repealed, amended, or developed for improved service.
- Maintain special constable status as approved by provincial legislation 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.
- Minimum of Grade 12 Diploma
- Preference may be given to applicants who hold a 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.

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 judgment 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 Compliance Officer will be required to work in stressful situations and react quickly with good judgment, 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 Bylaw 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 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 Compliance Officer position.
- There is a requirement for walking or standing for long periods of time, perhaps during cold or inclement weather.