



## CLASSIFICATION SPECIFICATION

**Classification:** Community Patrol Officer

**Pay Grade:** 19

### I. JOB FUNCTIONS

The incumbent is responsible for patrolling public areas and performing inspections and regulatory work involving the enforcement of City bylaws.

### II. TYPICAL DUTIES

Patrols public areas including but not limited to parks, recreation centres and town centres.

Enforces violations pursuant to City bylaws including but not limited to parking, noise issues, dog responsibility and loitering in public areas.

Engages with businesses and the public, and provides warnings where appropriate.

Responds to complaints and pursues violators through appropriate action.

Responds to water restriction complaints and/or pursues violators through patrol and takes appropriate action.

Responds to initial construction and noise complaints and refers to area Bylaw Officer for follow up.

Observes and reports serious violations and suspicious activity to appropriate authority.

Provides information to businesses and the public in regards to regulations, policies and bylaws.

Issues and tracks warning notices and violation tickets.

Refers unresolved cases to zone Bylaw Enforcement Officer or Animal Control Officer.

Identifies members of the public with unlicensed dogs and issues dog licenses.

Records and tracks visited addresses to conduct follow up on unlicensed dogs.

Provides notification to clerks on dog license terminations.

Collects fee monies, issues receipts, and accounts for money received as needed.

Provides evidence for charges as required.

Performs clerical work related to the job.

Plans work with a superior.

Assists other staff in performing their duties.

Performs related work as required.

### III. WORKING CONDITIONS/EFFORT

Office and outside work dealing with the public. Required to work shift work. Must often work in strained circumstances.

### IV. KNOWLEDGE, ABILITY AND SKILL

Knowledge of departmental policies, procedures, practices and related bylaws.

Knowledge of applications and software related to the work.

Ability to communicate effectively both orally and in writing.

Ability to interact with the public in a diplomatic, tactful and discrete manner.

Ability to maintain good working relationships.

Ability to interpret and explain by-laws, policies and regulations.

Ability to handle public inquiries and complaints in a competent and professional manner.

Ability to collect and handle money, issue receipts and perform other clerical tasks.

Ability to work independently and in a team setting.

Ability to maintain files and records related to the work.

Physically capable to carry out the necessary duties of the position.

### V. EDUCATION AND EXPERIENCE

Completion of Grade 12 supplemented by two courses in a related discipline. Minimum of one year of field work experience in dealing with the public. An equivalent combination of relevant experience and education may be accepted.

**VI. LICENSES, CERTIFICATES**

Valid BC Driver's License with a safe driving record. Must obtain clear criminal record and police record check or security clearance.