

Position Description

Position Title: Community Patrol Officer
Department: Community Safety & Municipal Enforcement
Last Updated: July 2024
Classification: CS2

Summary

The Community Patrol Officer engages in patrol and inspection work identifying, confirming, and actioning bylaw infractions and community safety matters. This position emphasizes public education and relations through providing information and assistance to the public, carrying out regular patrols, gathering evidence and preparing all documentation necessary for effective enforcement of City bylaws, using dispute resolution strategies and mediation where appropriate.

Key Duties & Accountabilities

- Conducts patrols by foot, bicycle and vehicle of City Parks and other public spaces to augment public safety and resolve bylaw complaints and violations
- Ensures key partners, residents, and visitors, inside and outside the organization, are treated fairly, promptly, thoroughly and cheerfully
- Provides outreach, education, information and assistance to the public, responding to and reporting on enquiries, requests or complaints from the public or other personnel, ensuring that the appropriate personnel are involved
- Engages with vulnerable citizens on issues related to homelessness, addictions and mental health challenges in the course of regular municipal bylaw enforcement duties
- Responds to and reports on (or deals with) enquiries, requests or complaints from the public or City staff, and ensures that the appropriate personnel are involved
- Makes every effort to obtain compliance through discussion, education and persuasion
- Works with residents, local businesses and other departments to resolve issues and disputes, including issuing warnings (verbal and/or written), and tickets as required by following City policy
- Acts as a liaison between the RCMP, Fire Department and other emergency response and public safety organizations, as required
- Conducts initial investigations and inspections, and issues warnings, tickets, court summons, and assists in the prosecution of disputed tickets as required
- Consults with Senior department staff when situational circumstances require
- Regularly attends events in the City of Langford as a department resource and conducts traffic control, as required
- May be requested to work outside office hours and respond to emergency calls, including in support of local emergencies
- Maintains accurate and complete records related to bylaw adherence on computer database and/or in paper records
- Maintains strict confidentiality of information related to the position and the City's records
- Makes all attempts to avoid situations which threaten personal safety during the course of the work and reporting these situations as required
- Performs other related tasks as required

Qualifications

- Grade 12 diploma supplemented by post-secondary courses in Criminology, Law Enforcement, Political Science, or related discipline and two (2) years directly related experience (or an equivalent combination of education and experience)
- Justice Institute of BC Bylaw Enforcement and Investigation Skills Level I or equivalent is considered an asset
- Class 5 BC Driver's License and OFA Level 1 First Aid certification
- Thorough understanding of and ability to apply conflict resolution practices
- Proficiency in a variety of computer systems and software applications, including Microsoft Office (Knowledge of CityView, SharePoint and harmon.ie is an asset)
- Ability to read, understand, and apply bylaws and legislation
- Ability to exercise sound decision-making and complex problem solving
- Ability to research and prepare clear and concise reports
- Ability to communicate effectively both orally and in writing in the English language and to deal courteously, tactfully and diplomatically with the public
- Exceptional organizational skills including a high level of attention to detail
- Outstanding interpersonal skills, with the ability to understand and convey complex information in a clear and concise manner
- A commitment to excellent customer service, continuous improvement and life-long learning
- A sense of humour, with the ability to take your work seriously but not yourself