

File No.: 04-1000-20-2024-332

July 17, 2024

s.22(1)

Dear s.22(1)

Re: **Request for Access to Records under the Freedom of Information and Protection of Privacy Act (the "Act")**

I am responding to your request of June 1, 2024 under the ***Freedom of Information and Protection of Privacy Act*** for:

Record of current full job description for the following City positions, including what is posted on the City career page, external-facing job boards, and any scope of duties and responsibilities document issued to the named positions below:

- 1. Property Use Inspector;**
- 2. Parking Enforcement Officer; and**
- 3. Street Use Inspector.**

All responsive records are attached. Some information in the records has been severed (blacked out) under s.15(1)(l) of the Act. You can read or download this section here: http://www.bclaws.ca/EPLibraries/bclaws_new/document/ID/freeside/96165_00.

Under section 52 of the Act, and within 30 business days of receipt of this letter, you may ask the Information & Privacy Commissioner to review any matter related to the City's response to your FOI request by writing to: Office of the Information & Privacy Commissioner, info@oipc.bc.ca or by phoning 250-387-5629.

If you request a review, please provide the Commissioner's office with: 1) the request number (#04-1000-20-2024-332); 2) a copy of this letter; 3) a copy of your original request; and 4) detailed reasons why you are seeking the review.

Yours truly,

[Signed by Cobi Falconer]

Cobi Falconer, MAS, MLIS, CIPP/C
Director, Access to Information & Privacy
cobi.falconer@vancouver.ca
453 W. 12th Avenue Vancouver BC V5Y 1V4

If you have any questions, please email us at foi@vancouver.ca and we will respond to you as soon as possible. Alternatively, you can call the FOI Case Manager at 604-871-6584.

Encl. (Response Package)

:kt



Position Description

Working Title: By-Law Enforcement Coordinator

SAP Position Classification: By-Law Enforcement Coordinator

Business Unit/Service Group: Development, Buildings & Licensing

Division/Branch: By-Law Compliance and Administration

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| Employee Group: CUPE 15 | Position Number(s): 50001283 |
| For HRS input | Class Title: By-Law Enforcement Coordinator |
| Pay Grade/Band: PG25 | Class No: 410 |

Main Purpose and Function

The incumbent in this position is the primary liaison between the Department of Development, Buildings & Licensing and the City Prosecutor's Office, and is responsible for performing complex administrative functions pertaining to the compliance of City By-laws that regulate such requirements as building safety, maintenance, and land use; as well as the administrative provisions for permitting and inspections.

Key Contacts and Reporting Relationships

Reports to the Manager of By-Law Compliance and Administration. Supervises the clerical functions of the By-law Compliance and Property Research Team and in conjunction with the Manager plans, assigns and reviews the work of the clerical staff. Works closely with enforcement and inspections staff as well as representatives of the Legal Services Department and in particular the City Prosecutor's Office.

Specific Duties/Responsibilities

- Prepares, analyzes and coordinates information required by the City Prosecutor to proceed with court action pursuant to the City By-laws that the Chief Building Official and the Director of Licensing, Property Use Inspections & Animal Services are authorized to enforce.
- Ensures that any decisions of the court are followed-up and acted on accordingly by the department.
- Makes recommendations where escalation of enforcement action is deemed necessary by referring by-law infractions to the City Prosecutor for charges, or drafting reports to Council recommending other enforcement action be taken pursuant to the Vancouver Charter.
- Researches and analyzes all applicable documents including any relevant history of each enforcement case file to determine if a particular infraction is enforceable.
- Makes recommendations to inspectors and their supervisors and managers about the appropriate method of enforcement to be taken.
- Reviews inspection reports for accuracy and content, and where applicable, advises inspectors of additional information that they are required to provide for evidence.

- Tracks each case until resolved and updates inspectors and the departmental records on the status accordingly
- Participates in the development of new procedures and policies to support a proactive approach to inspection and enforcement of by-law violations.
- Provides team leads with support and assists the Manager in supervision, recruitment, training and on-going development of staff.
- Undertakes any special projects as assigned.
- Other duties/responsibilities as assigned.



Minimum Position Requirements

Education and Experience:

- Completion of grade twelve together with a considerable related clerical experience at progressively more responsible levels.
- A post-secondary certificate in business administration at a recognized educational institute preferred, or an equivalent combination of training and several years of experience involving by-law investigation and compliance.

Knowledge, Skills and Abilities:

- An in-depth knowledge of the administration and enforcement sections of such City By-laws as the Zoning and Development By-law, Building By-law, Standards of Maintenance By-law, Electrical By-law, Untidy Premises By-law, Protection of Trees By-law, Sign By-law, as well as the applicable related sections of the Vancouver Charter.
- Thorough knowledge of the various enforcement tools, departmental policies and procedures related to by-law administration and enforcement, methods for gathering information for prosecution, and types of information required to lay charges pursuant to the afore-mentioned by-laws.
- Excellent research skills related to sites and buildings and the by-laws that affect their use and construction.
- Ability to plan, organize and supervise the work of a number of clerical subordinates.
- Ability to meet transportation requirements.
- Demonstrated ability to establish and maintain effective working relationships with field inspectional staff, supervisory staff, and representatives of other departments.
- Demonstrated ability to assist and deal tactfully and effectively with a diverse customer base and staff.
- Excellent written and verbal communication skills.
- Demonstrated organizational skills and the ability to schedule and maintain a large volume of work and follow through in a timely manner.
- Extensive knowledge of the department's various records and computer systems including POSSE, WEB VIEWER, VANMAP, AMANDA, VANDOCs, MS Office software (in particular Word, Excel, and PowerPoint).

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| Business Unit/Branch/Division | |
| Developed by: Catherine Wong | Date: June 2017 |
| Approved by:  | Date:  |

| | |
|--------------------------------|----------------|
| Human Resource Services | |
| Reviewed by: Bev Sanders | Date: Jun 2017 |

BY-LAW ENFORCEMENT COORDINATOR

1. Nature and Scope of Work

This is responsible administrative, clerical and enforcement work coordinating prosecutions for violations of a wide variety of municipal by-laws relevant to land use and development regulations, building safety and maintenance, and business licensing. An incumbent of this class reviews information and reports prepared by field inspection staff for completeness, advises staff of additional information required and of procedures for gathering evidence, obtains necessary documents, prepares requests for charges to be made and maintains contact with representatives of the Law Department regarding prosecutions. In addition, an incumbent provides advice and prepares reports on enforcement procedures and consults with superior regarding complex procedural matters and other problems related to enforcement. Performance is reviewed periodically by a superior for thoroughness and completeness of information submitted in regard to prosecutions and through discussion and review of the prosecution success rate.

2. Illustrative Examples of Work*

Note: These are only examples of typical work performed and not representative of the full details of particular jobs.

- Coordinates prosecution action for violations of a wide variety of City By-laws.
- Discusses enforcement problems with field inspectional and supervisory staff, and, where prosecution is likely, advises them on procedures to follow and on information required prior to the preparation and laying of charges.
- Reviews and signs correspondence related to by-law enforcement and property information.
- Reviews information, reports and evidence gathered by field inspectors for completeness prior to forwarding same to the Law Department; prepares and forwards requests that charges be laid.
- Provides information and advice to members of the public on enforcement matters.
- Provides background information on by-law enforcement cases to City Council or Committees of Council as requested.
- Arranges for the appearance of field inspectional staff in court as required.
- Periodically reviews charges laid and the outcome of prosecutions and prepares summary reports as requested.
- Recommends changes to enforcement policies and procedures and related sections of by-laws, and prepares reports on enforcement cases as requested.
- May be required to chair meetings and attend Committee meetings or other civic and outside meetings to represent the department and answer questions.
- Performs related work as required.

3. Required Knowledges, Abilities and Skills

- Thorough knowledge of the administration and enforcement procedures outlined in a wide variety of Municipal By-laws, and of the information required to lay charges
- Considerable knowledge of modern office methods and procedures.
- Thorough knowledge of departmental policies and procedures related to the processing of legal orders and charges pursuant to a variety of by-laws relevant to land use and development regulations, building safety and maintenance, and business licensing.
- Working knowledge of the procedures for gathering evidence to be admitted in a court of law.
- Considerable knowledge of the by-laws that are relevant to land use and development regulations, building safety and maintenance, and business licensing.
- Ability to instruct field inspectional and supervisory staff in methods and procedures for gathering information for prosecution.
- Ability to establish and maintain effective working relationships with field inspectional staff, supervisory staff, and representatives of other Civic departments.
- Ability to assist and tactfully advise the public on by-law enforcement policies and procedures.
- Ability to apply City Council guidelines and policies in an impartial manner.
- Ability to prepare a variety of reports and correspondence and to analyze the results of prosecutions.

4 Required Training and Experience

Completion of the twelfth school grade plus considerable related clerical experience at progressively more responsible levels, supplemented by several years' experience in related field inspectional duties.

5. Required Licenses, Certificates and Registrations

None.

PROPERTY USE INSPECTOR

1. Nature and Scope of Work

This is technical and regulatory work of an inspectional and investigational nature involving the inspection of various types of premises and sites in an assigned area of the City and the investigation of reported infractions of specified environmental and public health by-laws. An employee of this class inspects all residential and commercial properties for compliance with the relevant sections of the Zoning and Development, Health, Noise, Sign, Untidy Premises, Standards of Maintenance, License and relevant by-laws. The incumbent encourages compliance to by-laws, prepares daily reports on all inspections, recommends corrective action where by-law infractions are observed and conducts follow-up inspections to determine whether the infraction has been corrected. Observed infractions of building, plumbing and/or electrical by-laws are referred to the appropriate staff for attention. This class is distinguished from building, plumbing and electrical inspectors by the enforcement of a greater number of by-laws which do not require journeyman qualifications. Although independence of judgement is required in the interpretation and application of the various by-laws, counsel is given on difficult problems by a supervisor, who periodically checks inspections and reviews all written reports before a final recommendation is made.

2. Illustrative Examples of Work

Inspects the use and occupancy of various buildings and lands for conformance with the requirements of the Zoning and Development By-law and other related by-laws.

Inspects buildings in which it is proposed to install suites or multi-family living quarters in order to evaluate the suitability of the building in relation to the requirements of the Zoning and Development By-law, and other applicable by-laws.

Investigates complaints of excessive noise, conducts surveys and tests to determine violations of applicable by-law and advises on corrective measures.

Investigates and advises on the control of pests such as insects, rodents and vermin; participates in the control and extermination; applies or supervises the application of pesticides as required.

Inspects lodging houses in regards to such matters as size of rooms, sanitary conditions and livability standards.

Inspects various business establishments to ensure that they are properly licensed and operating in accordance with the requirements of the License and other related by-laws including the no-smoking provisions of the Health By-law.

Collects business license fees as required.

Enforces the Untidy Premises By-law and portions of the Sign By-law.

Enforces conditional requirements, such as parking, loading and landscaping, which may be appended to development permits for all types of development.

Enforces the Standards of Maintenance By-law for all types of land and buildings within the City including provisions for pest control.

Participates in Neighbourhood Integrated Service Team and other related inspectional and regulatory meetings and multi-disciplinary inspections.

Discusses problems of housing with owners and contractors, and offers advice as to desirable solutions within the framework of the relevant by-laws.

Prepares detailed written reports of all inspections.

Gives evidence in court in cases involving violations of applicable by-laws.

In the course of inspecting premises, observes apparent hazardous or non-conforming conditions covered by the Building, Health, Plumbing, Gas and other by-laws and regulations and takes appropriate action or refers these to the appropriate area of jurisdiction in accordance with departmental procedures.

Prepares sketches or drawings as required relating to compliance with relevant by-laws.

Explains various by-laws to members of the public, business representatives or business owners, home owners and contractors.

Performs related work as required.

3. Required Knowledge, Abilities and Skills

Considerable knowledge of the applicable sections of the Zoning and Development, Noise, Health, Sign, Untidy Premises, Standards of Maintenance, and License and all relevant By-laws and regulations.

Working knowledge of the regulations and policies affecting the use and development of various properties.

Working knowledge of heating systems, ventilation, drainage, building construction and related factors in building construction.

Working knowledge of the applicable sections of the Building, Electrical, Fire, Plumbing and Gas By-laws, sufficient for recognition and action where it is indicated, or referral of by-law contravention.

Ability to work outside in all types of weather, to walk long distances and to climb stairs.

Ability to read and interpret sketches and plans.

Ability to take a variety of noise measurements and document infractions.

Ability to prepare complete and accurate reports.

Ability to establish and maintain effective working relationships with internal and external contacts.

Ability to make sound decisions as to whether buildings, and land meet the requirements of the Zoning and Development By-law, and/or the Standards of Maintenance By-law, and to discuss any alterations necessary to bring the buildings and/or lands into compliance with these by-laws.

Ability to meet with contractors, home owners, lodging house owners, and business representatives, to discuss existing infractions of various by-laws and methods of correcting these.

Ability to encourage compliance and to enforce by-laws with fairness, impartiality and good judgement.

4. Desirable Training and Experience

High school graduation supplemented by technical courses related to the work. Apprenticeship or considerable experience in the building trades, or an equivalent combination of training and experience.

5. Required Licenses, Certificates and Registrations

Community Noise Enforcement Certificate

Pesticide Applicator's Certificate

Driver's License for the Province of British Columbia.

2008 September 12, 12:02 p.m.

s.15(1)(l) [redacted] no_0420.doc

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| Working Title: | Property Use Inspector |
| SAP Position/ Classification Title: | Property Use Inspector |
| Business Unit/ Service Group: | DBL |
| Division/ Branch: | Licensing and Inspections |

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|-------------------------|---------|----------------------------|--|-------------|--------------|
| Employee Group: | CUPE 15 | Position Number(s): | 50001490 50001494 50001500 50001503 50001507 50001510 50001513 50001524 50001527 50001528 50001530 50001533 50001535 50001537 50001539 50001543 50001545 50001546 50012188 50021177 50024250 50024251 50118186 50132638 | | |
| For HR Input | | | | | |
| Pay Grade/ Band: | GR-025 | Class No: | 0420 | Job: | Regulatory V |

Main Purpose and Function

Performing technical and regulatory work inspecting buildings and land for compliance with various civic bylaws, including Zoning & Development, Standards of Maintenance, License, Untidy Premises, Health, Noise Control, Sign, Graffiti, SRA and others.

Key Contacts and Reporting Relationships

The position reports to the Manager Property Use Inspector.

Specific Duties/Responsibilities

- Conducts investigations, inspections and file research regarding the use land and buildings.
- Identifies and reviews by-law violations and then takes the required action to gain compliance, which includes:
 - Voluntary compliance through education/advice
 - Issues detailed access orders
 - Issues enforcement letters

- Issues enforcement orders
- Serves Municipal Ticket Information
- Provides evidence in court
- Observes Building, Plumbing, Gas and/or Electrical By-law infractions and refers these to appropriate staff.
- Assists businesses, property owners, tenants, contractors, design professionals and agents with interpretation of various bylaws and City guidelines.
- Performs regular inspections of SRA buildings, problem premises and marijuana related businesses.
- Checks conditions/status of permits, approvals, licenses, and researches property information/history.
- Prepares detailed inspection reports, retrieves and updates inspection records on POSSE, retrieves business licence information on Amanda
- Deals tactfully and respectfully with aggressive/difficult people in a firm, fair and impartial manner over the phone/in the field without direct supervision.
- Other duties/responsibilities as assigned

Minimum Qualification Requirements

Education and Experience:

- High school graduation supplemented by technical courses related to the work. Apprenticeship or considerable experience in building trades, or an equivalent combination of education, training and experience.
- Community Noise Enforcement Certificate
- Pesticide Applicator’s Certificate
- Driver’s Licence for the Province of British Columbia

Knowledge, Skills and Abilities:

- Considerable knowledge of the applicable sections of the Zoning and Development, Noise Control, Health, Sign, Untidy Premises, Standards of Maintenance, Graffiti, Licence and all relevant Bylaws and regulations.
- Working knowledge of the process, regulations and policies affecting the use and development of various properties.
- Working knowledge of building systems such as HVAC, drainage and building construction.
- Working knowledge of the applicable sections of the Building, Electrical, Fire, Plumbing and Gas Bylaws, sufficient for recognition of Bylaw contravention and required action.
- Ability to read and interpret building and development permit plans.
- Ability to take a variety of noise measurements and document infractions.
- Ability to prepare complete and accurate reports.
- Ability to establish and maintain effective working relationships with internal and external contacts.
- Ability to make sound decisions as to whether buildings and/or land meet by-law requirements.
- Ability to meet with contractors, homeowners, SRA operators and business representatives, to discuss by-law infractions and the requirement to bring them into compliance.
- Ability to encourage compliance and to enforce Bylaws with fairness, impartiality and good judgment.
- Ability to work outside in all types of weather, to walk long distances and to climb stairs.

| Business Unit/ Branch/ Division | | | |
|---------------------------------|-------------------------------------|---------------|---|
| Developed by: | Mark McLellan | Title: | Manager, Property Use |
| Date: | Sept 26, 2022 | | |
| Approved by: | <Insert Name> | Title: | <Insert Director title> |
| Date: | <Insert Date> | | |

| Human Resources | | | |
|---------------------|-------------------------------------|---------------|---|
| Reviewed by: | <Insert Name> | Title: | <Insert HR title> |
| Date: | <Insert Date> | | |

Working Title: Property Use Inspector
SAP Position/ Classification Title: Property Use Inspector

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| Working Title: | Property Use Inspector |
| SAP Position/ Classification Title: | Property Use Inspector |
| Business Unit/ Service Group: | DBL |
| Division/ Branch: | Licensing and Inspections |

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|-------------------------|---------|----------------------------|--|-------------|--------------|
| Employee Group: | CUPE 15 | Position Number(s): | 50001490 50001494 50001500 50001503 50001507 50001510 50001513 50001524 50001527 50001528 50001530 50001533 50001535 50001537 50001539 50001543 50001545 50001546 50012188 50021177 50024250 50024251 50118186 50132638 | | |
| For HR Input | | | | | |
| Pay Grade/ Band: | GR-025 | Class No: | 0420 | Job: | Regulatory V |

Main Purpose and Function

Performing technical and regulatory work inspecting buildings and land for compliance with various civic bylaws, including Zoning & Development, Standards of Maintenance, License, Untidy Premises, Health, Noise Control, Sign, Graffiti, SRA and others.

Key Contacts and Reporting Relationships

The position reports to the Manager Property Use Inspector.

Specific Duties/Responsibilities

- Conducts investigations, inspections, discussing problems and providing advice, issuing orders, collecting and giving evidence in court, observing infractions of Building, Plumbing, Gas and/or Electrical Bylaws, and referring those to appropriate staff.
- Assists business and property owners, tenants, contractors, design professionals and agents with interpretation of various bylaws and guidelines.
- Performs regular inspections of SRA buildings, problem premises and marijuana related businesses.

- Enforces the Untidy Premises By-law and portions of the Sign By-law
- Checks conditions of permits, approvals, licenses, and researching property information.
- Prepares detailed inspection reports on MS Word, retrieving and updating information and inspection records on POSSE, retrieving business licence information on Amanda, and performing related work as required. The duties performed are reviewed for compliance with departmental procedures and Bylaw requirements
- Other duties/responsibilities as assigned

Minimum Qualification Requirements

Education and Experience:

- High school graduation supplemented by technical courses related to the work. Apprenticeship or considerable experience in building trades, or an equivalent combination of education, training and experience.
- Community Noise Enforcement Certificate
- Pesticide Applicator’s Certificate
- Driver’s Licence for the Province of British Columbia

Knowledge, Skills and Abilities:

- Considerable knowledge of the applicable sections of the Zoning and Development, Noise Control, Health, Sign, Untidy Premises, Standards of Maintenance, Graffiti, Licence and all relevant Bylaws and regulations.
- Working knowledge of the process, regulations and policies affecting the use and development of various properties.
- Working knowledge of building systems such as HVAC, drainage and building construction.
- Working knowledge of the applicable sections of the Building, Electrical, Fire, Plumbing and Gas Bylaws, sufficient for recognition of Bylaw contravention and required action.
- Ability to read and interpret building and development permit plans.
- Ability to take a variety of noise measurements and document infractions.
- Ability to prepare complete and accurate reports.
- Ability to establish and maintain effective working relationships with internal and external contacts.
- Ability to make sound decisions as to whether buildings and land meet the requirements of the above noted By-laws and to discuss any alterations or actions necessary to bring the buildings and/or lands into compliance with these Bylaws.
- Ability to meet with contractors, homeowners, SRA operators and business representatives, to discuss existing infractions of various bylaws and the requirement to bring them into compliance.
- Ability to encourage compliance and to enforce Bylaws with fairness, impartiality and good judgment.
- Ability to work outside in all types of weather, to walk long distances and to climb stairs.

| Business Unit/ Branch/ Division | | | |
|---------------------------------|---------------|---------------|------------------------|
| Developed by: | <Insert Name> | Title: | <Insert Manager title> |
| Date: | <Insert Date> | Date: | April 8, 2021 |
| Approved by: | Mark McLellan | Title: | Manager |

| Human Resources | | | |
|---------------------|---------------|---------------|-------------------|
| Reviewed by: | <Insert Name> | Title: | <Insert HR title> |
| Date: | <Insert Date> | Date: | <Insert Date> |

Job Title: Property Use Inspector I

Requisition ID: 41418

Organization

Located on the traditional, ancestral and unceded lands of the $x^w m \theta k^w \acute{y} \acute{e} m$ (Musqueam), $S_k w x w \acute{u} 7 m e s h$ (Squamish), and $s \acute{e} l i l w \acute{e} t \acute{a} t$ (Tsleil-Waututh) Peoples, Vancouver has a commitment to becoming a City of Reconciliation. Vancouver consistently ranks as one of the world's most liveable cities and is working towards being the greenest city in the world. Named among Canada's Top 100 Employers, BC's Top Employers, and Canada's Greenest Employers, the City of Vancouver seeks colleagues who can help shape and embody our core commitments to sustainability, reconciliation, equity and outstanding quality of life for all residents.

Consider joining our committed team of staff and being part of an innovative, inclusive and rewarding workplace.

Main Purpose and Function

Performing technical and regulatory work inspecting buildings and land for compliance with various civic bylaws, including Zoning & Development, Standards of Maintenance, License, Untidy Premises, Health, Noise Control, Sign, Graffiti, SRA and others.

Specific Duties and Responsibilities

- Conducts investigations, inspections and file research regarding the use land and buildings
- Identifies and reviews by-law violations and then takes the required action to gain compliance, which includes:
 - Voluntary compliance through education/advice
 - Issues detailed access orders
 - Issues enforcement letters
 - Issues enforcement orders
 - Serves Municipal Ticket Information
 - Provides evidence in court
- Observes Building, Plumbing, Gas and/or Electrical By-law infractions and refers these to appropriate staff
- Assists businesses, property owners, tenants, contractors, design professionals and agents with interpretation of various bylaws and City guidelines
- Performs regular inspections of SRA buildings, problem premises and marijuana related businesses
- Checks conditions/status of permits, approvals, licenses, and researches property information/history
- Prepares detailed inspection reports, retrieves and updates inspection records on POSSE, retrieves business licence information on Amanda
- Deals tactfully and respectfully with aggressive/difficult people in a firm, fair and impartial manner over the phone/in the field without direct supervision
- Other duties/responsibilities as assigned

Qualifications

Education and Experience:

- High school graduation supplemented by technical courses related to the work. Apprenticeship or considerable experience in building trades, or an equivalent combination of education, training and experience.
- Community Noise Enforcement & Pesticide Applicator's Certificate would be considered an asset but no required
- Driver's Licence for the Province of British Columbia

Knowledge, Skills and Abilities:

- Considerable knowledge of the applicable sections of the Zoning and Development, Noise Control, Health, Sign, Untidy Premises, Standards of Maintenance, Graffiti, Licence and all relevant Bylaws and regulations
- Working knowledge of the process, regulations and policies affecting the use and development of various properties

- Working knowledge of building systems such as HVAC, drainage and building construction
- Working knowledge of the applicable sections of the Building, Electrical, Fire, Plumbing and Gas Bylaws, sufficient for recognition of Bylaw contravention and required action
- Ability to read and interpret building and development permit plans
- Ability to take a variety of noise measurements and document infractions
- Ability to prepare complete and accurate reports
- Ability to establish and maintain effective working relationships with internal and external contacts
- Ability to make sound decisions as to whether buildings and/or land meet by-law requirements
- Ability to meet with contractors, homeowners, SRA operators and business representatives, to discuss by-law infractions and the requirement to bring them into compliance
- Ability to encourage compliance and to enforce Bylaws with fairness, impartiality and good judgment
- Ability to work outside in all types of weather, to walk long distances and to climb stairs

Where operationally appropriate and subject to change, the City of Vancouver has a Flexible Work Program. This program allows staff to work remotely 1 – 4 days a week from locations that are a daily commutable distance from their work at a City worksite. At this time this position is eligible to be part of the Flexible Work Program.

Business Unit/Department: Development, Buildings & Licensing (1250)

Affiliation: CUPE 15 Non Pks

Employment Type: Temporary Full Time

Position Start Date: 04/28/2024

Position End Date: April, 2026

Salary Information: Pay Grade GR-025: \$43.78 to \$51.7 per hour

Application Close: May 26, 2024

At the City of Vancouver, we are committed to recruiting a diverse workforce that represents the community we so proudly serve. Indigenous peoples, people of colour, 2SLGBTQ+ persons including all genders and persons with disabilities are encouraged to apply. Accommodations will be provided upon request during the selection process. [Learn more about our commitment to diversity and inclusion.](#)

Before you click *Apply now*

Once you start your application you can save your work and leave the applications page, however please remember to submit your profile to the specific job requisition before the posting closing date.

In addition to uploading your cover letter and resume, part of the application process may include answering application questions related to the preferred requirements of the role which may take approx. 5-10 minutes. Cover letters should express interest and highlight additional information relevant to the position and resumes should include a summary of skills and experience related to the position.

PARKING ENFORCEMENT OFFICER

1. Nature and Scope of Work

This is routine regulatory and enforcement work ensuring compliance with the parking provisions of the City of Vancouver Streets and Traffic By-law and other related by-laws. An employee of this class patrols assigned areas of the City by vehicle, on foot or bicycle and issues tickets or impounds vehicles for parking infractions and/or in accordance with the provisions of the City's Abandonment Vehicle Program and enforces the lawn watering by-law as required. The work involves public contact and requires the exercise of tact, discretion and sound judgement based on knowledge of the applicable by-laws and regulations. Work performance is reviewed by a superior for effectiveness of operations and establishment and maintenance of good public relations.

2. Illustrative Examples of Work

Patrols streets and lanes by vehicle, bicycle or on foot on assigned routes to enforce parking regulations and lawn watering regulations.

Responds to citizen complaints or enquiries regarding parking regulations, in person, in writing or on the telephone.

Provides assistance, information and direction to tourists and others; assists callers in making payments by telephone.

Issues tickets for infractions using a handheld device.

Chalks tires to check for remetering and overtime and issues notices or tickets as required.

Arranges for vehicles to be impounded in accordance with by-laws; performs field enforcement duties under the Abandonment Vehicle Program, in accordance with provincial legislation.

As required, gathers evidence and appears as a witness in court, or conducts cases before a Justice of the Peace.

Records statistics in daily reports listing the number of violations and problems encountered.

May assume special assignments such as investigating residential permit fraud, maintaining liaison with construction site staff regarding parking restrictions and problems, informing parents and school officials of parking regulations and traffic safety issues in school zones, and/or other activities related to parking enforcement.

Collects information or statistics for traffic surveys or studies.

Assists a superior in gathering and tabulating of data related to parking and other traffic matters as required; transmits routine information to co-workers by radio or phone; dispatches parking enforcement staff to problem areas.

Performs related work as required.

3. Required Knowledge, Abilities and Skills

Considerable knowledge of parking and traffic by-laws and regulations.

Considerable knowledge of the City's streets and geographic layout.

Working knowledge of the procedures for by-law enforcement.

Some knowledge of Traffic Hearing Room procedures.

Ability to understand and effectively carry out oral and written instructions.

Ability to deal tactfully and pleasantly with the public under difficult circumstances.

Ability to present a neat personal appearance.

Ability to keep records, act as a witness and conduct cases before a Justice of the Peace.

Ability to establish and maintain effective working relationships with various internal and external contacts.

Ability to write legibly.

Ability to operate a traffic patrol vehicle with a standard transmission in a safe manner.

Ability to work out of doors.

Ability to drive in downtown traffic.

4. Desirable Training and Experience

Completion of Grade 12 and some experience in regulatory or enforcement work or an equivalent combination of training and experience.

5. Required Licenses, Certificates and Registrations

Valid Driver's License for the Province of British Columbia.

2009 September 14, 2:00 p.m.

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| Working Title: | Parking Enforcement Officer |
| SAP Position/ Classification Title: | Parking Enforcement Officer |
| Business Unit/ Service Group: | Engineering Services |
| Division/ Branch: | Parking Operations and Enforcement/ Parking Enforcement Branch |

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|------------------------|---------|----------------------------|--|
| Employee Group: | CUPE 15 | Position Number(s): | 50000477, 50006199, 50005245, 50005249, 50005234, 50005236, 50006199, 50005244, 50005245, 50005234, 50005209, 50025022, 50005487, 50005208, 50006611, 50005216, 50005275, 50005225, 50005210, 50005221, 50005255, 50006595, 50005248, 50005220, 50005260, 50005481, 50005211, 50005482, 50005212, 50005235, 50005226, 50005489, 50011967, 50005217, 50005237, 50005250, 50005243, 50000477, 50005204, 50005215, 50005253, 50005206, 50005227, 50005238, 50005261, 50005249, 50005257, 50005278, 50084466, 50084467, 50005276, 50005224, 50095075, 50084470, 50084469, 50005488, 50005239, 50095074, 50005252, 50005233, 50005247, 50005232, 50005219, 50005223, 50005483, 50005214, 50005218, 50005240, 50005254, 50005256, 50005259, 50011966, 50025014, 50025017, 50084468 |
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For HR Input

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| Pay Grade/ Band: | PG 17 | Class No: | 2143 | Job: | Operations Support IX |
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Main Purpose and Function

Parking Enforcement Officers (PEO's) are responsible for regulatory and enforcement work to ensure public compliance with the City's on street parking regulations and bylaws. PEOs are also responsible for ensuring public safety and the free flow of traffic. PEOs will balance the needs of the public by being an ambassador while enforcing the City's parking regulations.

Key Contacts and Reporting Relationships

The position reports to the Operations Supervisor of Parking Enforcement and the Superintendent I of Parking Enforcement.

Specific Duties/Responsibilities

- Works independently with the public every day and are required to provide, informative and professional customer service by answering questions regarding Bylaw tickets, parking policies, events, directions and general inquiries.
- completes documentation on handheld technology and computers in support of citations and the City's ticket adjudication process. Officer testimony in court may be a requirement.
- enforce parking regulations on foot, bike and by operating City owned vehicles during assigned patrols of City.
- Issues parking and municipal code tickets (such as lawn sprinkling, noise abatement, anti-idling) covering the entire City of Vancouver.
- Ensures maximum effectiveness in conflict resolution whilst responding to complaints and situations in dispute received from residents related to parking infractions.
- Assists in the identification and removal of abandoned or illegally parked vehicles as well as arranging towing and impounding of vehicles for parking violations.

- PEO's work a 9-day fortnight.
- Other duties/responsibilities as assigned

Minimum Qualification Requirements

Education and Experience:

- Completion of Grade Twelve, supplemented by courses from BCIT and/or the Justice Institute that support regulatory or enforcement activity are considered an asset.
- Experience in enforcement or providing customer service, working outdoors, or an equivalent combination of training and experience is essential.

Knowledge, Skills and Abilities:

- Excellent oral communication skills are required to support the interpretation and explanation of bylaws and regulations, as well as to liaise with a variety of internal and external contacts
- Fluency in English (verbal and written) is essential, other languages are an asset.
- Ability to learn, interpret and appropriately apply City By-laws
- Demonstrated experience and ability to work well with the public using tact, diplomacy and firmness to confidently handle confrontational situations
- Ability to investigate complaints, assess violations, determine remedial action and enforce bylaws with impartiality, sound judgment and discretion
- Attention to detail, investigative skills and ability to gather evidence is essential.
- Ability to accurately and factually record and prepare detailed activity reports.
- Ability to represent the City in adjudication and potentially court proceedings.
- Strong computer skills with proficiency in MS Office
- Computer literacy (minimum of 30 wpm typing speed) and ability to use handheld technology
- Demonstrate strong administrative skills including excellent writing ability to prepare detailed activity reports
- Ability to abide by safe working practices, department policies and procedures
- Ability to confidently read maps and travel safely and efficiently to specific locations.

A Police Information Check is a job requirement and must not have any criminal charges or convictions that would relate to your selection for this position.

A current and valid Class 5 BC Driver's License or higher with a safe driving record are required. The license must not include any restrictions that would affect the ability to legally and safely carry out job responsibilities.

| Business Unit/ Branch/ Division | | | | | |
|---------------------------------|-----------------|--------|-------------------|-------|-------------------|
| Developed by: | Hon Ng | Title: | Superintendent I | Date: | November 22, 2022 |
| Approved by: | Heather Hogarth | Title: | Superintendent II | Date: | November 22, 2022 |

| Human Resources | | | | | |
|-----------------|------------|--------|-----|-------|-------------------|
| Reviewed by: | Queenie Ma | Title: | HRC | Date: | November 22, 2022 |

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| Working Title: | By-law Enforcement Officer, Integrated Response |
| SAP Position/ Classification Title: | Street Use Inspector |
| Business Unit/ Service Group: | Engineering Services |
| Division/ Branch: | Solid Waste Management / Sanitation Operations |

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|-------------------------|---------|----------------------------|------|-------------|---------------|
| Employee Group: | CUPE 15 | Position Number(s): | TBD | | |
| For HR Input | | | | | |
| Pay Grade/ Band: | GR-019 | Class No: | 1466 | Job: | Regulatory II |

Main Purpose and Function

The By-law Enforcement Officer position is part of an interdepartmental team (Integrated Response Team, IRT) responsible for addressing temporary structures in the public realm and seeking compliance with by-laws. The position works tactfully and compassionately with individuals experiencing homelessness and/or individuals who may live with issues related to substance use, mental health, physical and/or cognitive disabilities and other issues related to poverty and marginalization. This position leads investigations and enforces by-law requirements with a high degree of discretion and independent judgement based on understanding and responding to an individual’s needs while upholding the City’s responsibilities to maintain sidewalk accessibility, access and egress to buildings and public safety. The By-law Enforcement Officer and other IRT staff assess cases based on a variety of factors and decide on response plans, including priorities and response times.

Key Contacts and Reporting Relationships

The By-law Enforcement Officer reports directly to a Superintendent I. The position works collaboratively with partners from a variety of internal and external groups, including property use inspectors, Housing and Homelessness Services, Park Rangers, Vancouver Fire and Rescue Services, Vancouver Police Department, and others as needed. The position also works with a diverse range of community members, staff, businesses and community service.

Specific Duties/Responsibilities

- Provides support in resolving complex incidents, inquiries and complaints
- Conducts site visits and works primarily in the field
- Resolves problems independently in the absence of a supervisor
- Interprets and provides on-site assessment of compliance with by-laws, including: Street and Traffic By-law, Street Vending By-law, Solid Waste By-law, City Land Regulation By-law, Impounding By-law, Parks Control By-law and others as required
- Directly engages individuals to communicate by-law information, explains the risks of being out of compliance with by-laws, understands the individual’s needs, and recommends possible supports or solutions for enabling compliance (for example: explaining options for storing belongings, making referrals to the City’s Homelessness Services Outreach team)
- Enforces by-laws based on understanding and responding to the individual’s needs, while also upholding the City’s responsibilities to maintain sidewalk and laneway accessibility, access and egress to buildings, and public safety
- Exercises discretion and maintains confidentiality around the sensitive aspects of each case
- Independently leads investigations and enforces by-law, permit and license requirements including gathering and documenting evidence, issuing violation notices, orders and/or offence tickets (Municipal

Ticket Information or MTIs), impounding structures and other items, and pursuing prosecution, including preparing reports and presenting evidence in a court of law

- Provides verbal and/or written information to individuals about how to retrieve impounded items
- Documents information about each impoundment, and provides the information to clerks to enable retrieval of impounded items
- Collects and stores information, including sensitive personal information such as name and contact information, in accordance with privacy policies and regulations
- Engages property and business owners, building occupants, caretakers, strata council members, property management companies, Business Improvement Associations and other members of the public to communicate by-law information, collect information about cases, and identify impacts and possible solutions
- Decides on priority level and targeted response time for resolving each case, based on assessment of a variety of factors, including collaborating with IRT staff to arrive at decisions
- Develops response plans for following up and resolving cases, including collaborating with other IRT staff to develop each plan, and presents proposed response plans to Superintendent I's
- Recommends and implements new ideas for mitigating and resolving case-related issues
- Identifies high complexity cases for the Superintendent II to review, collaborates with IRT staff to develop recommended response plans for high complexity cases, and presents recommendations to Superintendent I
- Develops, documents, reviews and updates Standard Operating Procedures that describe tasks performed by By-law Enforcement Officers, including collaborating with OHS superintendents as needed
- Provides recommendations for IRT process improvements, including participating in Lessons Learned and Continuous Improvement meetings, surveys, etc.
- Researches, analyzes and prepares reports pertaining to IRT-related work, when assigned
- Develops and delivers presentations as required
- Maintains records of site visits, investigations and related metrics in a database
- Reviews maps and plans, and organizes/completes field surveys
- Compiles data and information including metrics, Service Requests, field data and information gathered from members of the public to recommend priorities and action plans and presents metrics related to enforcement activities
- Uses a variety of digital tools, including computer programs and devices
- Assists with training and mentoring of new staff, including providing guidance and training on the use of digital tools relevant to the position
- Supports with recruitment of IRT positions, as required
- Other duties/responsibilities as assigned.

Minimum Qualification Requirements

Education and Experience:

- Completion of Grade 12 preferably supplemented by training in by-law investigation and enforcement or training in conflict resolution, interest-based problem solving and/or non-violent crisis intervention, or an equivalent combination of education, training and experience
- Experience working with individuals experiencing homelessness and/or individuals who may live with issues related to substance use, mental health, physical and/or cognitive disabilities and other issues related to poverty and marginalization is an asset

Knowledge, Skills and Abilities:

- Thorough knowledge of City and Park Board by-laws, policies, procedures and regulations related to temporary structures in the public realm and on City property, street vending, sidewalk and laneway accessibility, access and egress to buildings, fire hazards and other related issues
- Excellent decision-making, problem-solving and conflict management skills in volatile, disruptive and emergency situations, including consulting, negotiating and providing alternate solutions and recommendations
- Excellent written and verbal communication skills, including interacting with public through phone, email and in person
- Good knowledge of office methods and procedures including excellent organization and records management skills and working knowledge of MS Word and MS Excel
- Strong interpersonal skills in establishing and maintaining cooperative and effective working relationships with multiple departments, the public, Business Improvement Associations and businesses
- Ability to work independently, with little or no supervision, in a fast paced environment with multiple and competing deadlines as well as work collaboratively in a team environment
- Ability to exercise appropriate discretion and good judgement when interpreting by-law requirements and determining compliance
- Ability to communicate in a calm, clear and compassionate manner
- Ability to work outdoors in inclement weather
- Knowledgeable about the concepts of equity, inclusion, decolonization and reconciliation
- Ability to meet transportation needs
- Working knowledge of VanMaps, Hansen, VanDocs, Posse, Tempest, CAMS, the City's street geography and safety procedures is an asset
- Understanding of the City's Equity Framework, UNDRIP Strategy and MMIWG2S Response Report would be considered an asset

| Business Unit/ Branch/ Division | | | | |
|---------------------------------|---------------|---------------|----------------------------------|--------------------------------|
| Developed by: | Mike Zupan | Title: | Manager, Sanitation Services | Date: November 15, 2023 |
| Approved by: | Jon McDermott | Title: | Director, Solid Waste Management | Date: November 15, 2023 |

| Human Resources | | | | |
|---------------------|----------------|---------------|----------------------|--------------------------------|
| Reviewed by: | Christina Will | Title: | Compensation Analyst | Date: February 15, 2024 |

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| Working Title: | Street Use Inspector |
| SAP Position/ Classification Title: | Street Use Inspector |
| Business Unit/ Service Group: | Engineering Services |
| Division/ Branch: | Solid Waste Management/Solid Waste Programs |

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|-------------------------|---------|----------------------------|--|-------------|---------------|
| Employee Group: | CUPE 15 | Position Number(s): | 50004741, 50014802, 50050700, 50119819, 50119820, 50119821, 50138511, 50141615 | | |
| For HR Input | | | | | |
| Pay Grade/ Band: | GR-019 | Class No: | 1466 | Job: | Regulatory II |

Main Purpose and Function

As an integral member of the Solid Waste Programs – Clean Streets Team, the Street Use Inspector applies skills and experience in regulatory compliance and dealing with the public to provide education and enforcement on solid waste and street cleanliness issues.

Key Contacts and Reporting Relationships

The Street Use Inspector reports directly to the Clean Streets Program Supervisor, as part of a team that includes other Street Use Inspectors and a Clean Streets Clerk. The Clean Streets Team is led by the Senior Engineer reporting to the Solid Waste Programs Branch Manager.

Specific Duties/Responsibilities

The Street Use Inspector works on a variety of solid waste related issues to ensure adherence to applicable by-laws, license agreements, policies and procedures including:

- Engages with property and business owners and/or occupants, caretakers, strata council members, and property management companies, waste haulers, occupants, and other members of the public with the aim of increasing solid-waste-related bylaw compliance, improving public realm cleanliness, and increasing waste diversion to help work towards achieving overall city waste reduction goals;
- Investigates and responds verbally and in writing to inquiries and complaints involving litter, residential and commercial waste containers (garbage, recycling and organics) that may be contaminated, improperly placed, overflowing, untidy, unauthorized, unlocked, marked with graffiti, or otherwise not in compliance with requirements and by-laws;
- Works on both public and private property to enforce by-laws regarding unlocked, messy, and overflowing waste containers bins;
- Investigates and responds verbally and in writing to inquiries and complaints involving properties or businesses without organic waste and recycling diversion plans and residential and commercial waste containers (garbage, recycling and organic waste) that are used incorrectly (i.e. contaminated);
- Investigates and enforces by-laws involving abandoned and illegally disposed of waste including using both education and enforcement techniques, including conducting site visits, gathering and recording evidence, and taking witness statements and determining whether evidence is sufficient to pursue enforcement action;
- Enforces by-law and permit and license requirements including gathering and documenting evidence, issuing violation notices, orders, and/or offence tickets (Municipal Ticket Information or MTIs), impounding waste containers, and pursuing prosecution, including preparing reports and presenting evidence in a court of laws;
- Works with businesses, property managers, and haulers to educate them on the permitting process, and to advise on appropriate requirements for waste collection frequencies, container size, waste streams, bin sharing opportunities, commercial waste container placement options, and temporary container staging locations on City property, and making recommendations for changes when needed;
- Coordinates placement for commercial waste containers being pulled out from private property and being staged on city property for collection. Meets with property owners and haulers to resolve complaints related

to staging of commercial containers for collection, and works with stakeholders to find solutions that meet safety and operational criteria, with minimal impact to the public;

- Reviews, issues, investigates, denies, and revokes permits under the City's Waste Container License Agreement (WCLA) program;
- Achieves compliance and resolves complaints through a variety of methods in addition to traditional enforcement, such as through letter writing, phone calls, direct contact, distribution of educational materials, and information sessions;
- Builds and maintains good relationships with a wide variety of internal and external stakeholders such as Engineering operations and design branches, Business License Office, Property Use, Community Services, Communications, Legal, Parks, VPD, VFD, Community Policing Centers, Business Improvement Associations, and others;
- Identifying opportunities for program improvements and assisting in the development and implementation of new processes, policies, and procedures, as well as the review and update of existing processes, policies, and procedures;
- Maintains records of inspections and related metrics in a database. Reviews maps and plans, and organizes/completes container inventories and field surveys;
- Researches, analyzes, and prepares reports pertaining to special projects when assigned;
- Assisting with the administration of commercial container licence agreements and performing related works required;
- Educates the public on other related City by-laws requirements, such as the Untidy Premises by-law or single-use item by-law requirements;
- Interprets and communicates solid waste-related regulations, policies and procedures to property and business owners and/or occupants, caretakers, strata council members, and property management companies, waste haulers, occupants, and other members of the public, and suggests options, opportunities, and recommendations for improving overall waste reduction and diversion;
- Works independently, primarily in the field, to provide on-site assessment and recommendations, education, and assistance to owners and/or occupants in resolving solid waste container placement, storage, illegal dumping, and collection issues;
- Conducts site checks to ensure properties and businesses are complying to City by-laws;
- Develops, prepares, and delivers letters and other communication collaterals to property and business owners and/or occupants to encourage compliance to City by-laws and to educate on by-law requirements;
- Recommends to supervisor by-law, license agreement, and policy changes to assist in achieving City of Vancouver solid waste enforcement and street cleanliness objectives and goals;
- Assists Sanitation Services by providing site checks and education to properties that may need help on how to correctly use City services, including how to appropriately dispose of their solid waste;
- Investigates and assists in maintaining proper allocation of assigned City of Vancouver Green Bin and garbage carts, including verifying proper cart allocation and notifying Sanitation Services and City customers of incorrectly allocated carts;
- Provides Sanitation Services with support pertaining to the education and enforcement of by-law requirements around chattel;
- Addresses questions and complaints from the general public on solid waste related issues;
- Assists with training/mentoring of new staff, including providing guidance and advice, doing ride-alongs, and training on how to use required computer programs;
- Other duties/responsibilities as assigned.

Minimum Qualification Requirements

Education and Experience:

- Completion of Grade 12 supplemented by relevant technical courses, or an equivalent combination of education, training and experience.
- Experience dealing tactfully and effectively with the public and business operators in a regulatory environment.
- Training in customer service, conflict resolution and/or interest based problem solving would be an asset.

Knowledge, Skills and Abilities:

- Strong working knowledge of MS Word, MS Excel and VanMap
- Thorough knowledge of City by-laws, policies, procedures, and regulations pertaining to Solid Waste Programs, and local solid waste and waste diversion issues as they relate to businesses, residents, and public realm cleanliness;
- Working knowledge of Hansen, VanDocs, ACCMA, Posse, Tempest, CAMS, the City's street geography, and safety procedures;
- Excellent organization and records management skills;
- Excellent written and verbal communication skills including interacting with public through phone, email, and in person;
- Strong interpersonal skills in establishing and maintaining cooperative and effective working relationships with multiple departments, the public, BIAs and business clients.
- Ability to exercise appropriate discretion and good judgement when interpreting by-law requirements and determining compliance;
- Ability to make sound decisions, problem-solve, consult and negotiate, and provide alternate solutions and recommendations;
- Ability to work independently, with little or no supervision, in a fast paced environment with multiple and competing deadlines;
- Ability to work collaboratively in a team environment, and adapt to changes in the workplace;
- Ability to handle a large volume of work with accuracy and efficiency;
- Ability to inspect, investigate, gather, document, and present evidence in a court of law;
- Ability to deal tactfully, communicate effectively, orally and in writing, and build relationships with representatives from businesses, property management companies, owners, occupants, waste haulers, internal contacts and members of the public;
- Ability to provide excellent customer service and create and maintain effective working the general public;
- Ability to summarize data in an accurate written format and prepare reports and correspondence;
- Ability to make on-site technical recommendations based on established principles, procedures and practices;
- Working knowledge of environmental objectives and policies of the City of Vancouver as they relate to waste management;
- Ability to work outdoors in inclement weather and with all aspects of solid waste (in accordance with safe work procedures), including but not limited to handling of waste materials, exposure to strong odors, and working alone in lanes throughout the City.
- Ability to meet transportation requirements.

| Business Unit/ Branch/ Division | | | | | |
|---------------------------------|-----------------|---------------|-------------------------------|--------------|----------------|
| Developed by: | Michelle Harris | Title: | Manager, Solid Waste Programs | Date: | August 2, 2023 |
| Approved by: | Michelle Harris | Title: | Manager, Solid Waste Programs | Date: | August 2, 2023 |

| Human Resources | | | | | |
|---------------------|----------------|---------------|----------------------|--------------|-------------|
| Reviewed by: | Christina Will | Title: | Compensation Advisor | Date: | 08/09/2023 |
| Reviewed by: | Julia Lee | Title: | HR Consultant | Date: | Nov 6, 2023 |

Working Title: Street Use Inspector
SAP Position/ Classification Title: Street Use Inspector

STREET USE INSPECTOR

1. Nature and Scope of Work

This is inspectional and regulatory work to ensure compliance with the street use permit program. The work involves performing inspections; encouraging compliance with rules and regulations; issuing permits, billing; responding to and investigating complaints; and producing related reports, statistics and records. Some positions may supervise the work of one or more subordinates on routine tasks. Considerable independence is exercised within the boundaries of the program policies and procedures. Difficult or controversial problems are referred to a superior who evaluates the work in terms of effective regulation of street use within established policies and regulations.

2. Illustrative Examples of Work

Inspects sidewalk cafés, locations of industrial garbage containers and vending units/kiosks; reviews maps and plans, and prepares rough field sketches as required; encourages compliance through letter writing and direct contact, and recommends confiscation of goods or furniture as required; issues permits.

Assigns and supervises the work of one or more subordinates.

Invoices for all permits; reconciles billing notices; keeps records of amounts received and outstanding; and ensures licensing agreements are in place.

Investigates and responds to a variety of complaints and inquiries from the public and businesses related to access and maintenance problems, vending locations, permit fees, and related rules and regulations; obtains input from the public and businesses on the street use permit program.

Prepares reports, letters, statistics and forms for the operation of the street use permit program, and keeps related records.

Performs related work as required.

3. Required Knowledges, Abilities and Skills

Thorough knowledge of the rules, regulations and policies of the street use permit program as it relates to the work performed.

Good knowledge of business English, arithmetic and punctuation.

Good knowledge of modern office methods and procedures.

Ability to read plans for determining site locations and property lines.

Ability to perform elementary drafting tasks.

Ability to enforce the street use permit program rules and regulations with firmness and good judgement.

Ability to establish and maintain good working relationships with the public and businesses.

Ability to maintain records related to the work and prepare related correspondence, and reports.

Skill in operating common office appliances.

4. Desirable Training and Experience

Completion of the twelfth school grade preferably including or supplemented by courses in commercial subjects. Considerable related clerical experience including experience in dealing with the public in a regulatory environment.

5. Required Licenses, Certificates and Registrations

None.

1999 January 25, 2:20 p.m.