



Job Description

JOB TITLE: Municipal Law Enforcement Supervisor

DEPARTMENT: Legislative Services

SUPERVISOR'S TITLE: Director of Legislative Services/Clerk

SUPERVISES: DIRECTLY: 2
INDIRECTLY: 0

JOB DESCRIPTION DATE: June 2026

POSITION SUMMARY

Reporting to the Director of Legislative Services/Clerk, the Municipal Law Enforcement Supervisor provides operational leadership within the Town's bylaw enforcement program. The Supervisor acts as the lead officer responsible for triaging, coordinating, and prioritizing calls for service and managing incoming enforcement requests to ensure a timely and effective response.

The role is responsible for the enforcement of municipal bylaws and applicable Provincial legislation through a range of compliance approaches, including education, voluntary compliance, and prosecution where required. The Supervisor also monitors compliance with municipal agreements involving the Town.

In addition, the Supervisor provides day-to-day operational guidance and support to Bylaw Services staff and contributes to the effective delivery of enforcement services.

DUTIES AND RESPONSIBILITIES

Enforcement, Investigation & Compliance

The Supervisor is responsible for leading and participating in enforcement activities to ensure compliance with municipal bylaws and applicable legislation. This includes investigating complaints, conducting inspections, and initiating appropriate enforcement responses.

- Investigates and resolves bylaw-related complaints in accordance with departmental policies and procedures.
- Leads complex enforcement files and determines appropriate enforcement action, including the issuance of Administrative Monetary Penalties (AMPS), orders, and Provincial Offences Act charges.

- Conducts inspections, gathers evidence, and maintains accurate, detailed records and notes suitable for legal proceedings.
- Prepares, issues, and serves enforcement instruments, including notices, orders, AMPS penalties, and related documentation.
- Drafts correspondence related to bylaw contraventions, Provincial legislation, and agreements involving the Town.
- Ensures that all enforcement activities, files, and documentation are accurately recorded within municipal systems.
- Responds to inquiries from the public, legal representatives, and stakeholders regarding enforcement matters and compliance status.
- Provides education and clarification to the public, businesses, and community groups regarding applicable bylaws and regulatory requirements.
- Liaises professionally with internal departments, community members, and external agencies to support effective enforcement and compliance outcomes.

Legal Proceedings & Regulatory Enforcement

The Supervisor supports the full lifecycle of enforcement through to legal proceedings and regulatory adjudication.

- Prepares comprehensive documentation for legal proceedings, including evidence packages and sworn information.
- Drafts, swears, and serves information under the Provincial Offences Act and Administrative Monetary Penalty System (AMPS).
- Serves summonses and provides evidence in Provincial Offences Act and related judicial proceedings.
- Works collaboratively with internal departments and external enforcement agencies, including police services, to support regulatory compliance and legal enforcement processes.

Operational Leadership & Staff Supervision

The Supervisor provides day-to-day leadership and operational oversight to Bylaw Enforcement Officers, ensuring effective service delivery and adherence to standards.

- Supervises Bylaw Enforcement Officers, including scheduling, workload allocation, and operational coverage.
- Provides ongoing direction, coaching, and support to staff to ensure compliance with policies, procedures, and service expectations.
- Evaluates work quality, maintains operational standards, and addresses performance or conduct issues as required.
- Supports the Director in performance management activities, including coaching, feedback, documentation, and performance review processes.



- Provides training, onboarding, and ongoing development for staff, including instruction on enforcement methods, procedures, and applicable legislation.
- Participates in recruitment processes and provides feedback to the Director regarding employee performance and conduct matters.
- Acts as primary operational contact for officers in the absence of the Director.
- Assists officers in the preparation, completion, and advancement of enforcement files, fines, and charges.

AMPS Screening & Administrative Enforcement Functions

As Screening Officer, the Supervisor is responsible for administering the Administrative Monetary Penalty System (AMPS) screening process and ensuring compliance with legislative and procedural requirements.

- Conducts AMPS dispute screenings and renders determinations in accordance with applicable legislation and municipal procedures.
- Ensures all required screening information is complete, verified, and properly documented through coordination with enforcement staff and stakeholders.
- Maintains accurate AMPS records and updates dispositions within designated systems.
- Provides public education regarding the AMPS process and procedures.
- Provides operational analysis, recommendations, and feedback to the Director regarding AMPS trends, outcomes, and opportunities for procedural or bylaw improvements.

Policy, Compliance & Organizational Support

The Supervisor contributes to the continuous improvement of enforcement policies, procedures, and operational effectiveness.

- Reviews municipal bylaws, policies, and enforcement procedures and provides recommendations for improvement; supports the development of new bylaws as directed.
- Maintains current knowledge of relevant legislation, regulatory requirements, and enforcement best practices through ongoing professional development.
- Promotes and models high standards of customer service, professionalism, and ethical conduct in all interactions.
- Ensures compliance with applicable legislation, including the Occupational Health and Safety Act, municipal policies, and standard operating procedures.
- Performs other related duties as assigned.

EDUCATION, SKILLS AND KNOWLEDGE

- Two (2) year post-secondary diploma in Law Enforcement, Police Foundations, Law & Security, Justice and Administration, or a related discipline (or an approved equivalent combination of education and experience).
- Minimum of two (2) years of supervisory, team-lead, or operational leadership experience within an enforcement or regulatory environment, including strong knowledge of performance evaluation and safe work practices.
- Mandatory certification as a Municipal Law Enforcement Officer (MLEOA) Part I (Foundations), with the requirement to obtain Part II (Advanced) within eighteen (18) months of employment.
- Certification, or documented willingness to obtain certification, as a Property Standards Officer through the Ontario Association of Property Standards Officers (OAPSO).
- Proven ability to delegate workloads, establish clear performance expectations, monitor output quality, and deliver constructive coaching and personnel development.
- Exceptional communication, interpersonal, and public relations skills, with a proven track record of using tact, diplomacy, and professional de-escalation strategies in sensitive, high-pressure, or contentious public interactions.
- Advanced organizational, time-management, and problem-solving capabilities to effectively triage calls for service, manage competing departmental deadlines, and guide officers with file progression.
- Sound independent judgment and decisive problem-solving abilities regarding the interpretation and application of complex municipal bylaws, provincial legislation, and agreements.
- Solid working knowledge of Microsoft Office applications, with hands-on experience using municipal or parking enforcement software (e.g., Gtechna) considered a strong asset.
- Physically capable of performing field enforcement duties under varying outdoor weather conditions, including walking, climbing stairs, bending, and prolonged standing.
- Valid Ontario Class “G” driver’s licence in good standing.
- Provision of a Criminal Record Check satisfactory to the Town as a mandatory condition of employment.

WORKING CONDITIONS AND PHYSICAL DEMANDS

- Standard hours are 35 hours per week, generally Monday to Friday, 8:30 a.m. to 4:30 p.m., including a one-hour unpaid lunch break; occasional coverage for Municipal Law Enforcement Officers may require evening and weekend shifts.
- The position requires moderate physical activity, including walking, climbing stairs, kneeling, bending, and prolonged standing.
- Work is primarily performed in a standard office environment with periodic exposure to fast-paced, high-pressure, or stressful situations.

- The role requires sustained mental and visual concentration, with frequent interruptions and competing priorities, including in-person inquiries, telephone calls, and electronic communications.
- The incumbent must demonstrate professionalism, tact, discretion, and courteous interaction with the public, staff, and external stakeholders.
- Strong organizational, interpersonal, analytical, recordkeeping, and attention-to-detail skills are required.
- Occasional work outside normal hours may be required to support operational needs, emergencies, meetings, enforcement activities, or deadlines.
- Regular on-site attendance is required; remote work is not available.
- Work is conducted in an open-concept office environment with routine noise, including conversations, telephones, meetings, and public interaction.
- The position also requires periodic outdoor fieldwork in varying environmental conditions, including inclement weather, temperature extremes, and seasonal exposure.