



Short Term Rental Licensing and By-Law Enforcement Officer Summer Position (May – September)

Competition # 2023-12

Under the supervision of the Director of Planning and Community Development this position performs the administrative licensing duties for the Towns Short-Term Rental Licensing program and associated enforcement duties.

Duties include but are not limited to:

- Performs duties related to the Planning and Community Development Department and acts as the primary point of contact for property owners and license applicants on the Short-Term Rental Licensing Program.
- Receives and reviews all Short-Term Rental applications in conjunction with the Short-Term Rental Licensing By-law.
- Provides a high level of customer service, advice, and interpretation as it relates to the Short-Term Rental Licensing Program.
- Efficiently and accurately takes ownership of queries and complaints from members of the public by initiating action or resolving the problem resourcefully and keeping members of the public informed.
- Ensures all files are maintained with accurate information and provides appropriate follow-up on files as required.
- In conjunction with licensing software, monitors sites and agencies and determines which properties are part of the Short-Term Rental Licensing Program and which are not operating within compliance.
- Reviews application information and schedules site visits with the appropriate and qualified inspectors (building, fire, by-law).
- Operates as front-line customer service staff to the general public, responds to inquiries and requests, answers telephone, emails, returns calls, takes messages, re-routes calls and visitors when necessary and provides public education.
- Receives and documents complaints and dispatches officers to investigate occurrences as directed by the Director of Planning and Community Development or Municipal Law Enforcement Officer.
- Deals with matters of a confidential nature i.e., complaints, infractions, licenses etc.
- Maintains statistical information and database for by-law complaints.
- Creates and maintains Municipal Law Enforcement related files in accordance with the Town's records management retention schedule.
- Provides telephone and customer service coverage for the Planning and Community Development Department.
- Provides customer service and clerical support to the Municipal Law Enforcement Department as follows: (Reviews, processes and pre-approves licenses for the Short-Term Rental Program, prepares reports, letters, and various other documents, files correspondence, documents, reports, etc. Reviews and responds to the above notifications, performs other related duties as may be assigned by the Director of Planning or Municipal Law Enforcement Officer.)

Required Qualifications:

- Degree or Diploma in a relevant field such as Police Foundations or Law.
- Specialized training in Municipal Law Enforcement and Administration is an asset.
- Two (2) years' experience in law enforcement or licensing is an asset.
- Must possess excellent verbal, written and communication skills.
- Excellent public relations and public speaking skills.
- Possess good organization skills to deal with multiple priorities. Effective time and stress management skills.
- Self-motivated and ability to motivate others.
- Possess team leadership and management skills.
- Honest, trustworthy, respectful, empathetic, flexible, diligent, and diplomatic.
- Demonstrate flexibility, dedication, and sound work ethics.
- Bilingual in both official languages (French and English) would be considered an asset.
- Excellent computer skills including the use of Microsoft Office Suite, Zoom, Mitel (phone), and internet.

- Unrestricted valid Ontario Class G Drivers Licence.
- Ability to provide a clean police check with vulnerable sector screening.
- Other related courses, i.e., Lottery Licensing is an asset.

Compensation:

Starting wage of 22.93/hr. plus 4% vacation pay, based on a 35-hr. work week. Working conditions include a standard office environment and working outdoors in all weather conditions. The position may require attending private properties for inspections. The role must facilitate discussions, provide leadership and diffuse confrontational situations frequently and/or mediate or deescalate the situation.

Interested individuals are asked to forward their application to the Human Resources Department by email hr@penetanguishene.ca, no later than **4:30pm on March 17th, 2023.**

The Town of Penetanguishene is committed to an inclusive, barrier free environment. Accommodation will be provided in all steps of the hiring process. Please advise the Town's Human Resources Department if you require any accommodations to ensure that you can participate fully and equally during the recruitment and selection process.

We thank all applicants for their interest, however, only those selected for an interview will be contacted. In accordance with the *Municipal Freedom of Information and Protection of Privacy Act*, personal information collected will only be used for candidate selection. The Town will accommodate materials or processes required based on the individual's needs upon request in accordance with the Integrated Accessibility Regulation.

