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|------------------------|---|--------------------------|-------------------|
| <b>Position Title:</b> | Licensing Officer                       | <b>Department</b>        | By-law Department |
| <b>Effective Date:</b> | September 2022                          | <b>Revised:</b>          |                   |
| <b>Reports To:</b>     | Chief Municipal Law Enforcement Officer | <b>Status:</b>           | Full-time         |
| <b>Direct Reports:</b> | N/A                                     | <b>Indirect Reports:</b> | N/A               |

## Position Summary / Main Purpose

- Under the supervision of the Chief Municipal Law Enforcement this position performs the administrative licensing duties for the Townships Short-Term Rental, Business and Lottery licensing programs.

## Key Duties and Responsibilities

- Performs duties related to the Municipal Law Enforcement Department and acts as the primary point of contact for property owners on the Short-Term Rental Accommodation Licensing Program.
- Receives and reviews all Short-Term Rental applications in conjunction with the Short-Term Rental Accommodation By-law.
- Provides a high level of customer service, advice and interpretation as it relates to the Short-Term Rental Accommodation 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 clients informed.
- Ensures all files are maintained with accurate information and provides appropriate follow-up on files as required.
- In conjunction with the software solution, 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 a receptionist to the general public, responds to inquiries and requests, answers telephone, 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 Municipal Law Enforcement Officer, Supervisor or Chief Municipal Law Enforcement Officer.
- Deals with matters of a confidential nature i.e., complaints, infractions, licenses etc.
- Provides customer service and clerical support to the Municipal Law Enforcement Department as follows:
  - Reviews, processes and pre-approves licenses for Short-Term Rental, Business and Lottery Programs.
  - 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 Chief Municipal Law Enforcement Officer.



1. **Licensing (70%)**
  - a. Reviews licensing applications for Short-Term Rentals, Business Licensing and Lottery Licensing Programs.
  - b. Monitors software program and coordinates next steps for licensing
  - c. Provides reporting and analysis of activities, issues licenses, tracks demerit points, and coordinates Appeals
  - d. Suspend or revoke licenses as set out in the by-law
  - e. Performs enforcement duties related to licensing matters, with support from Officers and staff who conduct inspections and complete investigations, and make determinations regarding the imposing of conditions, refusal, and revocation of a licence.
  - f. Ensures the relevant Officers have carried out the necessary inspections to satisfy the Township that the Premises is in compliance with the provisions of the Township By-laws.
  
2. **Administrative Support (20%)**
  - a. Provides assistance and advice to various Departments on municipal by-laws
  - b. Liaises with other agencies such as OPP, Animal Control and Simcoe Muskoka District Health Unit
  - c. Keeps the Chief Municipal Law Enforcement Officer apprised of all relevant issues/concerns
  - d. Maintains and updates the by-law section of the Townships website
  - e. Reviews and organize Accounts Payable for the By-law Department
  - f. Other duties as required
  
3. **Other By-law Service Functions (10%)**
  - a. Receives and investigates complaints and carries out inspections for various by-laws including but not limited to licensing, noise, fire, parking, zoning etc. with regards to licensing.
  - b. Reviews and recommends issuance of charges under the Provincial Offences Act.
  - c. Maintain proper records for occurrences (computerized and paper) and prepare necessary court documentation.

\*\*\*Percentages may vary depending on the time of year and duties projects given.

Required to work in compliance with the Ontario Health and Safety Act and regulations and all related township policies and procedures.

Perform other related duties, as assigned, that is in accordance with job responsibilities and/or necessary departmental or corporate objectives.

## Working Relationships

### Inside the Corporation:

- The position must maintain a positive working relationship with township staff, and work closely with the Chief Municipal Law Enforcement Officer. This position also works with other municipal employees from the operations level to Director positions.



## Outside the Corporation:

- This position must maintain a positive working relationship with the Ontario Provincial Police, Municipal Law Enforcement Officers (locally and provincially), contracted Animal Control, Simcoe Muskoka District Health Unit, community groups and the public.

## Education / Experience / Skills Training

- Degree or Diploma in a relevant field such as Police Foundations or Law.
- Specialized training in Municipal Law Enforcement and Administration is an asset.
- 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 have the 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.
- Strong computer skills including a working knowledge of Microsoft Office applications such as Word, Excel and PowerPoint.
- Must maintain a clear criminal history and a Class "G" Ontario Driver's license with a good driving record.
- Other related courses, i.e. Lottery Licensing is an asset.

## Outcomes of Error

- Strategic errors made by this position can result in loss of life and property, increased risk of municipal litigation or liability (legal and financial), the loss of Council's and public confidence, increased risk or danger or injury to others, the loss of trust in management, poor employee morale, reduced public safety and increased health and safety risks.
- A lack of due diligence in the area of Occupational Health and Safety and/or workplace harassment prevention could result in corporate fines and personal criminal charges.

## Physical and Mental Demands

### Physical Environment:

- Working conditions include a standard office environment or remote work.
- 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.

### Physical Effort:

- Requires spending long hours sitting and using office equipment that can lead to repetitive



motions and muscle strain.

### Sensory Demands:

- Requires extensive reading, and long periods of concentration with the use of the computer which may cause eyestrain and occasional headaches.
- Must be listening and observing many activities at the same time to ensure work is completed as proposed and safety of the surroundings.
- Requires quick judgement and recognition of by-law violations when responding to complaints.

### Mental Demand (Stress):

- High degree of stress and pressure on a daily basis.
- Exposed to pressures associated with completion of high-quality work and deadlines.
- This position needs to ensure all deadlines are achieved to ensure the smooth operation of the licensing programs.

### Working Conditions

- Normal hours of work are 35 hours per week and often extend beyond that.
- Consistently working towards deadlines to ensure tasks are being completed on time.
- Subject to frequent interruptions from the public and staff.
- Works closely with other Township staff, the general public and property owners.

### Confidentiality

The position requires high confidentiality be maintained with respect to public and Council complaints received regarding violations of By-laws, Provincial and Federal Laws.

The position requires confidentiality be maintained with respect to employee's health, wellness, vulnerable sector checks, Ministry of Transportation drivers records, and employment records. In addition, position requires maintenance of confidentiality on legal and financial matters germane to the municipality. The above confidential matters are subject to Provincial and Federal legislation including but not limited to Personal Information Protection and Electronic

Documents Act (PIPEDA), Municipal Freedom of Information and Protection of Privacy Act (MFIPPA), Personal Health Information Protection Act (PHIPA).

### Health and Safety

- Required to work in compliance with the Ontario Health and Safety Act and regulations and all related Township policies and procedures.

### Review

Incumbent \_\_\_\_\_

Date \_\_\_\_\_

Supervisor \_\_\_\_\_

Date \_\_\_\_\_



TOWNSHIP OF CANTON DE  
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## Position Description

Director \_\_\_\_\_

Date \_\_\_\_\_