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**CITIZENS FIRST THROUGH SERVICE EXCELLENCE**

*We have an exciting Permanent Full Time, Non-Unionized opportunity in the By-Law & Compliance, Licensing and Permit Services Department for an experienced and motivated individual.*

**Supervisor, Enforcement Services  
(FILE #J0625-0373)**

As one of Southern Ontario's fastest growing cities, with its mix of urban and rural areas, Vaughan is an in-demand place to live and work. Vaughan is considered one of Canada's most family friendly cities with a dynamic and diverse population of over 300,000. With one of the top performing economies, a growing tourism industry and an enviable portfolio of recreational and cultural venues, this is the place where you want to be.

**Responsible for:**

Reporting to the Manager, Enforcement Services, the Supervisor is responsible for:

- Supervising, organizing, and coordinating the daily operations of the Enforcement Services units (parking and signs, special enforcement and licensing), and providing leadership, functional guidance, and direction to staff.
- Coaching and developing staff, providing encouragement, inspiration, guidance, and support in long-term career growth, and assisting staff in reaching individual goals and overcoming challenges.
- Assisting the Manager in the development of processes, policies, standards, best practices, and strategic planning that support service level standards and continuous improvement and delivering results that are aligned with the Corporation's strategic vision, direction and Service Excellence priorities.

The Supervisor champions the City's core values, with a focus on delivering service excellence.

**Qualifications and experience:**

- A two (2) year Community College Diploma in Business Administration, Public Administration, Law Enforcement, Regulatory Law, or suitable equivalent.
- Minimum of five (5) years of progressive related and demonstrated experience enforcing municipal by-laws (including and not limited to: signs, parking, licensing, parks, nuisance, noise, zoning, property standards, short-term rentals, and security-related work, etc.), including a minimum of three (3) years of supervisory experience over front-line enforcement staff, preferably within a municipal/unionized environment.
- Demonstrated experience in conducting training sessions to large diverse audiences, utilizing power point presentations and other similar training methods.
- Experience in processing of court documentation, procedures, and rules of evidence, and giving evidence in court.
- Demonstrated experience developing and leading law enforcement projects and/or initiatives.
- Membership in the Municipal Law Enforcement Officers' Association of Ontario, in good standing.
- Ability to obtain Use of Force certification, through employer within 18 months of hire.
- Possesses a valid Ontario "G" Driver's License, in good standing, with access to a reliable vehicle for corporate use.
- Working knowledge of municipal by-laws, enforcement processes, Provincial Offences Act, Highway Traffic Act, Trespass to Property Act.
- Thorough knowledge and demonstrated practical application of pertinent legislation, municipal by-laws, regulations, guidelines, policies, and good practices, including enforcement techniques including the ability to interpret and apply municipal by-laws.
- Maintenance of membership requirements for status with the Municipal Law Enforcement Officers' Association of Ontario (MLEOA).
- Demonstrated sound judgment and ability to work independently with limited oversight, as well as deal courteously and effectively with the public.
- Demonstrated ability to interpret municipal and provincial legislation and site plans.
- Demonstrated political acuity, business acumen and sound judgement.
- Knowledge of the Administrative Penalty Process.
- Sound knowledge of municipal operations, council proceedings, and divisional issues.

- Knowledge of Municipal Freedom of Information and Protection of Privacy Act (MFIPPA) as it relates to job functions and solid judgmental skills in the preparation of documents, training of staff and release of information in keeping with MFIPPA legislation.
- Ability to troubleshoot using data from known sources, interpreting complex concerns to develop strategies that protect the City's and the public's interests.
- Ability to adapt to change and to existing initiatives to meet the needs of departmental and corporate goals, objectives, and initiatives.
- Demonstrated knowledge and proficiency in a range of core functions and operational processes of the division.
- Ability to analyze issues and problems, evaluate alternative solutions and develop sound conclusions, recommendations, and courses of action.
- Ability to execute decisions and deliver results that are aligned with departmental goals and objectives.
- Knowledge of and demonstrated ability in strategic planning, change management design, process, and implementation strategies to optimize quality and cost-effectiveness of delivery of business areas.
- Proven ability to manage conflict, effectively problem solve, remain capable of working under stressful conditions, and possess organizational and analytical skills and abilities.
- Ability to plan, organize, prioritize and balance multiple responsibilities, shifting and competing priorities, and regular workflow disruptions while maintaining a positive attitude.
- Demonstrated ability to lead, coach and build cohesive and motivated teams; promote collaboration, team processes, learning and development opportunities for staff.
- Excellent analytical, problem solving, interpersonal, communication and negotiation/mediation skills.
- Demonstrated knowledge of financial operating and capital budgets and business planning processes.
- Knowledge and proficiency in Windows environment using Microsoft Office Suite.
- Ability to conduct oneself in a manner bestowing tact and diplomacy in a political environment, and when dealing with sensitive/confidential or controversial topics.
- Ability to identify and address performance issues in a unionized environment.
- Thorough working knowledge of enforcement processes and court proceedings.
- Excellent organizational, administrative, interpersonal, oral and written communication skills.
- Proven ability to extract information and accurately prepare briefings and reports.
- Ability to work flexible hours, including outside regular business hours, in a demanding environment.
- Requirement to work on-call in rotation with departmental supervisors, as scheduled.
- Knowledge of and demonstrated ability in the City's core and leadership competencies and relevant functional competencies.
- Successful candidate(s) will be required to submit a clear Vulnerable Sector Check from an accredited police service, prior to commencing employment.
- MLEOA Certification (Municipal Law Enforcement Officers' Association of Ontario) is preferred.
- WSIB Certification (Workplace Safety and Insurance Board) is preferred.
- OMMI Membership (Ontario Municipal Management Institute) is preferred.
- Preferred minimum 10 years' experience as a Provincial Offences Officer, including direct work/supervision/lead in municipal law enforcement.
- Noise Control By-Law 5 Day Noise Training Course "NCB-5" is preferred.
- Possesses a valid Ontario Class "M" Driver's License, in good standing is preferred.
- Ability to lift objects up to 100lbs is preferred.
- Ability to ride a bicycle for up to 7 hours over paved and rough terrain is preferred.
- The position is approximately 50% of the time in the office, 30% in-field, and 10% in meetings and 10% after hours – as needed. In office time is mainly occupied handling emails and calls, assigning work and responding to members of the public, staff, council, and management. In cases where issues escalate, customers may be rude, difficult and in rare occurrences may present the potential for hazardous situations to be encountered.
- Required to go in the field to provide supervision, conduct health and safety checks, and to evaluate direct reports' performance (few times a week or as needed to support in-field staff); requires moderate physical activity (walking).
- Expected to deal with angry or upset citizens/clients when needed and provide updates on matters escalated to the Manager's Office (could be daily).
- Attendance at City Council (public) meetings, special committees, and other work meetings, as required.
- May be required to travel locally for work to attend site meetings with the public and other stakeholders to address municipal by-law issues.
- Required to participate in a rotating on-call schedule with other unit supervisors and respond to calls after hours, weekends, and statutory holidays.
- This position requires flexible and variable work hours to supervise shift staff, including evenings, weekends and statutory holidays.

If you are an energetic person who is interested in bringing your knowledge and passion to the City of Vaughan, please apply on or before **Wednesday July 2<sup>nd</sup>** at: [City of Vaughan - Supervisor, Enforcement Services](#).

*We thank all applicants for their interest; however, only those selected for an interview will be contacted. Please be advised, the City of Vaughan uses email to communicate with applicants for open job competitions.*

*The City of Vaughan is committed to diversity and inclusivity in employment and welcomes applications from qualified individuals of diverse backgrounds. The City of Vaughan is also committed to providing accommodations for people with disabilities. If you require an accommodation, we will work with you to meet your needs.*