

PURPOSE OF POSITION:

Under general supervision of a Park Operator, is responsible and accountable for delivery of MV Regional Parks Public Regulatory Compliance Program to ensure parks are safe, enforce park bylaws and protect park resources. Represents Metro Vancouver in legal proceedings as required. Assists with general park duties and programs and natural resource management on a periodic, seasonal or emergency basis. Participates actively on the Area team to achieve departmental and corporate goals.

DUTIES: *(Duties described are intended to be representative of the position and are not to be considered as all-inclusive.)*

Ensures visitor comfort and safety. Provides general information to, and answers day-to-day questions for park users. Patrols park sites on foot, by motorized and non-motorized vehicles, watercraft (e.g. snowshoe, ski, bicycle, all terrain vehicle, on/off road motorcycle, boat, canoe, horseback, air) or by other appropriate means.

Engages in public regulatory compliance and enforcement activities throughout the park system in cooperation with other park staff, park officers and park rangers. Is appointed a Park Officer. Duties may be required to be performed at one or more than one MV Regional Parks site (e.g. parks, greenways, ecological conservancy areas, reserves).

Obtains public compliance with regulations in a professional, tactful, confident and assertive manner using educational techniques and persuasion. Uses sound and reasonable judgement in the interpretation and application of the GVRD Parks Regulation Bylaw. Enforces regulations and bylaws by use of notices, tickets and charges.

Collaborates and cooperates with groups (e.g. partners, volunteers, community organizations) to address park issues specific to Parks rules and regulations, and public safety and security.

Collaborates and cooperates with other regulatory agencies to obtain public compliance with other applicable regulations and laws on Metro Vancouver dedicated park land.

Investigates complaints and incidents. Resolves recurring offences, manages difficult people and elevated enforcement scenarios. Handles escalated issues from Parks staff relating to conflict, enforcement, and infractions situations.

As assigned, testifies for Metro Vancouver in legal proceedings and consults with legal counsel.

Maintains an Officer's Note Book with clear, concise and legible information suitable for court submission. Maintains hard copy and electronic investigative files, and enters data into enforcement database. Prepares and delivers written and verbal reports.

May supervise, plan and direct the work of staff; ensures operational standards are met. Instructs staff and participates in training programs.

Assists with park operations and maintenance on a periodic, seasonal or emergency basis and uses basic construction and maintenance skills for duties as required. Coordinates traffic and crowd control as required.

Assists with research and resource management projects. Collects regulatory, research and resource management data.

Complies with corporate and departmental programs, standards and procedures, and WorkSafe BC regulations.

Participates in staff meetings and annual work planning. Contributes to and implements departmental and corporate initiatives. Attends public meetings as required.

May be requested to act as designated first aid attendant.

REQUIREMENTS: *(Minimum to fill position)*

Certificate or Diploma in regulatory enforcement (e.g. Justice Institute of British Columbia, Malaspina University College, University of Lethbridge).

Two years of experience in Parks or an equivalent public environment successfully enforcing bylaws and regulations, including attending hearings and giving testimony; or equivalent experience.

Considerable knowledge of bylaws, park regulations and enforcement.

Ability to effectively deal with and resolve conflicts including those that may involve physical aggression.

Ability to communicate in a clear and concise manner. Proficient English language skills, both verbal and written.

Ability to establish and maintain effective relationships with internal and external agencies, groups, partners, volunteers and public.

Demonstrated leadership skills and organizational abilities.

Demonstrated ability to conduct research and analyze information.

Demonstrated ability to negotiate difficult terrain and walk long distances.

Ability to use computer and related software and applications related to the position and duties.

OFA Level 1 First Aid certification with Transportation Endorsement.

Valid Class 5 BC Driver's License.