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INTRODUCTION

As part of its mandate, the Nunavut Municipal Training Organization (MTO) provides Nunavut-specific training and development opportunities in order to enhance municipal operations across the territory. Municipalities across Nunavut have consistently indicated that they are interested in any additional materials the MTO can provide which can be used to increase professional development and staff retention.

MTO conducted consultations with municipal employees and their supervisors across Nunavut in 2019. These consultations aimed to identify the municipal positions that needed support the most. Eight positions were indicated during this process:

- Office Administrator
- Assistant Senior Administrative Officer/Assistant Chief Administrative Officer
- Bylaw Officer
- Community Economic Development Officer
- Finance Officer/Accounts Payable & Receivable Clerk/Payroll Clerk
- Director of Municipal Works/Foreman
- Planning and Lands Administrator
- Director/Coordinator of Recreation

Once these positions were identified, both one-on-one interviews and surveys were conducted to gather information on each position's key tasks and responsibilities, as well as to identify what current staff in these positions felt they needed to become more efficient and successful (ranging from training programs to additional funding, among other factors).

As a result, MTO has developed job handbooks, including this handbook for **Bylaw Officer**, to help people in these positions better understand their tasks and responsibilities, as well as prioritize their workload and identify when their schedules will be busiest. The MTO hopes that these handbooks will help new employees get comfortable in their roles more quickly, while also helping established employees to operate more efficiently.

Disclaimer: *This handbook is not a replacement of your signed Job Description. The handbook is designed to assist you in your day-to-day tasks and responsibilities. You may note, that some of the tasks listed in this handbook have not been assigned to you by your immediate supervisor. If you have any questions as to your duties, always consult your immediate supervisor.*

KEY RESPONSIBILITIES AND TASKS

The following tables aim to clarify the key things normally done in your position, and are based off of job descriptions collected from municipalities across Nunavut. The two things that most job descriptions indicate are your tasks and responsibilities. The following are definitions of these terms:

Responsibility: A responsibility is an overarching duty you must deal with, or goal that you must work towards, in order for your position to be effective and meet the needs of the hamlet. A responsibility is an obligation, or something you are accountable for, rather than an action, activity, or procedure.

Task: A task is a specific action, activity or procedure that must be taken to achieve your identified responsibilities and meet the requirements of your job description. The key difference is that a task is something you DO. You do a task in order to reach a certain goal or meet a responsibility.

For example, “keeping the hamlet clean” is a responsibility, while “pick up trash” or “organize a community clean up twice a year” are tasks or actions that would help to meet this responsibility. As previously noted, tasks and responsibilities in your job description may vary, and in the event of conflict, you should follow your job description. In some cases, tasks listed in the tables below may be referred to as “responsibilities” in your job description, or vice versa. However, the bottom line, regardless of what tasks or responsibilities you may be assigned or how they are defined, is to do your best to make sure that each item is addressed and completed. This will ensure that you are doing your due diligence and meeting the needs of your position, and serving your community as effectively as possible.

Please note that the tasks and responsibilities listed in the tables are numbered to make them easier to reference; they are not numbered in terms of priority, or in the order of their importance.

Responsibilities

RESPONSIBILITY		NOTES
1	Be aware of and have a thorough knowledge of all hamlet Bylaws and regulations.	
2	Maintain detailed records of incidents.	
3	Properly store evidence.	
4	Appear in court to represent the municipality in the prosecution of a person charged with an offence against a municipal bylaw.	
5	Follow up on court responsibilities.	
6	Provide support as “first responder” for accident victims, and transport them to the local health centre where appropriate.	<ul style="list-style-type: none"> • Where there is no municipal ambulance in your community, you may be called upon to transport a person to the local health centre. • Remember to call the local health centre before transporting the victim. They may want a nurse to attend the accident and look at the victim(s) before moving the person(s). • After the transport, sit down and make notes of what happened, for yourself and the RCMP.
7	Transport individuals’ home after curfew hours.	
8	Report to Council or the SAO at their request.	
9	Continually take courses to stay up to date and current in your position.	
10	Perform any other duties assigned by the SAO/CAO.	
11	Make recommendations to rectify infractions and provide the public with options to improve current situations.	
12	Work closely with all municipal departments to promote departmental co-ordination.	
13	Deal with all persons fairly and courteously, and maintain a public image of impartiality (do not be biased).	<ul style="list-style-type: none"> • Put yourself in the person’s position when they contact you. How would you want to be treated? • You want to gain the respect of the community. • You must be aware that you are representing the municipality. • You are considered a Peace Officer.

RESPONSIBILITY		NOTES
14	When in public, conduct yourself in a manner which reflects favourably on the municipality.	
15	Develop and implement good public relations with, and through, the media.	
16	Make requisitions for the purchase of supplies and materials for your department.	
17	Control the dog population according to the Dog/Animal Control Bylaw.	<ul style="list-style-type: none"> • Dogs can be a real issue in some communities. You must control them, as they could carry rabies. • When dealing with a dog owner be respectful, but firm, in your explanation of why you impounded their pet. • You may be responsible for bear patrol also.
18	Monitor the Bylaw Officer budget.	
19	Ensure evidence is gathered in an appropriate and legal manner.	
20	Maintain records of all offenders and tickets issued.	
21	Ensure that all municipal vehicles are parked in a proper place, and secured, to prevent vandalism.	

Tasks

TASKS		NOTES	FREQUENCY
1	Enforce all municipal Bylaws and territorial/federal laws as they may apply to the position.	<ul style="list-style-type: none"> Your municipality may have a number of Bylaws you must enforce. Be very familiar with them. Animal Control, ATV (local rules). Enforce them equally and treat each person the same way.. 	Ongoing/daily
2	Enforce Territorial Acts, i.e., A.T.V. Act, Liquor Act, and Motor Vehicle Act.	<ul style="list-style-type: none"> Depending on the size of your community and the training you have received, you may have the authority to enforce some aspects of these acts. If not, you will be the eyes and ears of the RCMP. 	Ongoing/daily
3	Testing for A.T.V. Drivers licenses and snowmobiles.	<ul style="list-style-type: none"> This will only apply to large communities, i.e., Iqaluit, Rankin Inlet, and Cambridge Bay. 	As needed
4	Provide A.T.V. Drivers licenses, snowmobile licenses and registration to those who pass the test.	<ul style="list-style-type: none"> This will only apply to large communities, i.e., Iqaluit, Rankin Inlet, and Cambridge Bay. 	As needed
5	Issue warnings, summary conviction tickets, or write information to persons breaking any municipal bylaw or selected Territorial Acts.		Ongoing/daily
6	Impound ATVs and Snowmobiles (only where the municipality has established a policy with the RCMP).	<ul style="list-style-type: none"> Some Bylaw Officers work with the RCMP to impound ATVs and Snowmobiles. Confirm this with your SAO/CAO. 	As needed
7	Check drivers and vehicles to ensure compliance with traffic bylaws and Nunavut Motor Vehicle Act.		Ongoing/daily
8	Providing dog licenses and enforcing the Dog Bylaw.	<ul style="list-style-type: none"> Providing dog licenses and enforcing the Dog Bylaw. 	Ongoing/daily
9	Give dogs vaccinations.	<ul style="list-style-type: none"> This is a very important role to protect against the spread of rabies and parvo viruses. 	As needed

TASKS		NOTES	FREQUENCY
10	Maintain safe control for municipal firearms for animal control.	<ul style="list-style-type: none"> You must hold a valid Possession and Acquisition License (PAL; formerly Firearms Acquisition Certificate). There must be a proper gun safe in the municipal office. Keys, or the combination to this safe, must be limited to the users of the guns only. 	Ongoing/daily
11	Conduct nightly building security checks.	<ul style="list-style-type: none"> This is most important for the municipal buildings. Report any unusual activity/break-ins. You are not to intervene unless you have been trained, and are authorized to do so. Note any damages for municipal insurance purposes. This is very important during the winter months. 	Ongoing/daily
12	Assist the Emergency Measures Co-ordinator in search and rescue activities.	<ul style="list-style-type: none"> In the event of a community emergency you will be called upon to perform many different tasks. Report to the SAO/CAO for instructions. 	As needed
13	Conduct daily pre-operation Bylaw vehicle checks in accordance with established procedures.		Ongoing/daily
14	Investigate complaints and interview those who complained, witnesses, and the accused.		As needed
15	Assist the municipal office with the delivery of community notices and council meeting packages.		As needed
16	Complete administrative tasks as required.		Ongoing/daily
17	Follow search and seizure procedures as needed.		As needed
18	Assist the public in obtaining proper licenses, permits, and other municipal documentation		As needed
19	Prepare reports for presentation to court.		As needed

20	Present evidence and give testimony in court.		As needed
TASKS		NOTES	FREQUENCY
21	Prepare all court documents, such as summaries of offence ticket information, compiling witness statements, and swearing of information.	<ul style="list-style-type: none"> • Having the authority to issue tickets means that you may be called to testify regarding why you issued the ticket if there is an appeal. • It is important that you always carry a notebook and record all events that may be relevant to a court case, i.e., a break-in, a motor vehicle accident, a fight witnessed between some people. • If you are asked to take a witness statement, be very thorough. 	As needed

TIMELINE AND PRIORITY OF EVENTS

The following section aims to help you determine when you should focus on certain tasks over the course of the year, based on the list of tasks previously provided. It should again be noted, this is an example of common timelines for your position across Nunavut. You could use this to help you develop a tracking calendar, however, these timelines may not necessarily match your supervisor’s timelines or priorities. Be sure to check with your supervisor to ensure what tasks are of highest priority each month.

First Half of Year: January-June

OVERARCHING TASK/ RESPONSIBILITY	JANUARY	FEBRUARY	MARCH	APRIL	MAY	JUNE
Sealift/Resupply		Provide the SAO/ CAO with a draft list of needed items for your department.				
Nightly Patrols	Check all municipal buildings and vehicles parked outside. Winter check of building to ensure heat is on.					
Annual Animal Vaccination and Licensing Clinic						Schedule a weekend to conduct this clinic.
Council Meetings	Attend council meetings when requested by the SAO/ CAO.					

Second Half of Year: July-December

OVERARCHING TASK/ RESPONSIBILITY	JULY	AUGUST	SEPTEMBER	OCTOBER	NOVEMBER	DECEMBER
Sealift/Resupply	Provide security for the sealift offload and check all crates nightly.					
Nightly Patrols	Check all municipal buildings and vehicles parked outside.			Check all municipal buildings and vehicles parked outside. Winter check of building to ensure heat is on.		
Council Meetings	Attend council meetings when requested by the SAO/CAO.					

KEY RESOURCES

In addition to this handbook, the MTO has a number of resources available on its website (<https://www.nmto.ca/>) which may prove to be useful. It should be noted that you have to register with MTO in order to view them. MTO is always willing to support staff in all positions and in all municipalities across the territory.

In addition to these resources, MTO offers a variety of online training courses. These courses, offered as part of MTO's Municipal Government Certificate Program, can be taken online from your own hamlet office. This means that you don't have to travel or be away for multiple days in order to access the training you need or want to pursue. The courses are self-paced, running three weeks, with online readings and activities, and two facilitator led conference calls each week to teach content and answer questions.

The main course categories are:

- Core Courses
- Assistant SAO (ASAO)
- Municipal Works Foreman
- Recreation Leaders
- Planning & Lands Administrator
- Finance Officer

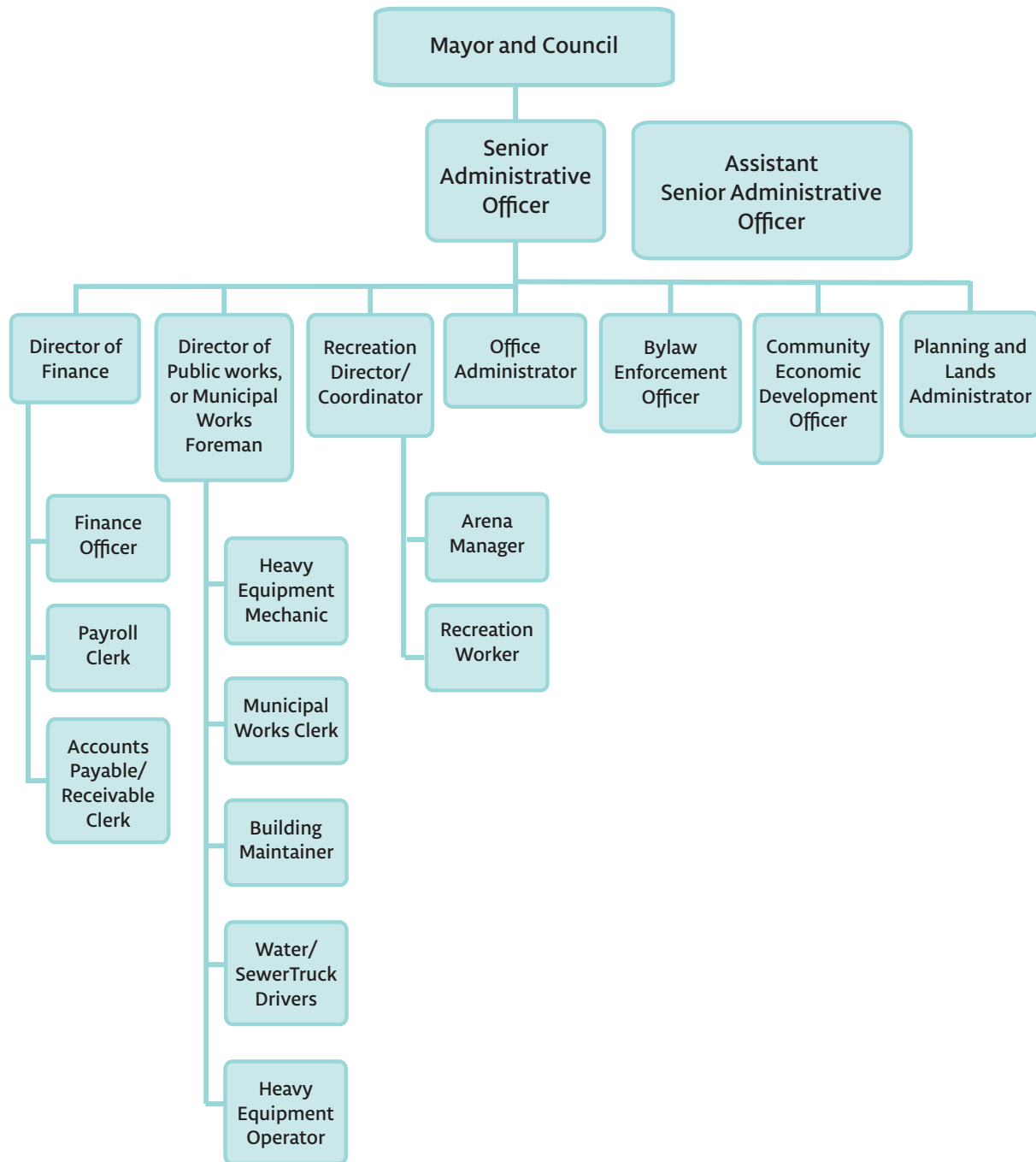
Some examples of training courses for Bylaw Officer include:

- Operations
- Fundamentals

There is also an online, self-paced course called **Customer Service**, available in both Inuktitut and English. Customer Service is open to Municipal Government employees and any other public servants. Participants can self-enroll in Customer Service (with an enrollment key) and complete the modules at their pace.

There are other targeted training programs in addition to these; please check the MTO website to see what be of interest to you!

TYPICAL ORGANIZATIONAL CHART



ADDITIONAL JOB DETAILS

There may be additional details related to your job that this handbook may not have covered, but that you would like to record or track. This section provides a space for you to write down any important notes or instructions that you have received from your supervisor, fellow staff, or found within your job description.

Task/Responsibility	Details





Nunavut Municipal Training Organization

PO Box 1509, Iqaluit, Nunavut, X0A 0H0
Toll Free: 1-866-770-5218 | Email: info@nmto.ca

nmto.ca