



Township Of Elizabethtown-Kitley

Job Description

TITLE: Bylaw Enforcement Coordinator / Administrative Assistant
REPORTS TO: Chief Administrative Office (CAO) and Clerk
(Directly)
REPORTS TO: Director of Finance/Deputy CAO
(Indirectly)
WAGE: \$56,291-\$63,353 (2026 Rates)
\$30.93 - \$34.81/hr

POSITION OBJECTIVE AND SCOPE

This position is responsible for coordinating and overseeing the Township's by-law enforcement services. The Bylaw Enforcement Coordinator / Administrator will liaise with the Township's third-party by-law enforcement provider, Animal Control Officer, and other municipal staff to ensure by-law complaints are received, tracked, and resolved in a timely, professional, and customer-focused manner.

In addition to coordinating by-law enforcement services, the position will also provide administrative support to the Chief Administrative Officer and the Clerk, while also serving as part of the Township's front-line customer service team; providing reception and administrative assistance to residents, businesses, and visitors.

KEY RESPONSIBILITIES AND DUTIES

Bylaw Enforcement Activities (50%)

- Coordinate and oversee the Township's by-law enforcement and animal control service contracts, monitoring contractor performance, reviewing reports, and preparing invoice details for AR processing.
- Serve as the primary point of contact for by-law enforcement and animal control inquiries by receiving complaints, gathering and validating information, and ensuring established complaint procedures are followed.
- Coordinate the assignment of complaints to the appropriate by-law enforcement officer, Animal Control Officer, or Township department, and monitor files to ensure timely investigation and resolution.
- Prepare and process notices, orders, correspondence, and other documentation required to support by-law enforcement and animal control activities.
- Maintain accurate by-law enforcement and animal control records, including a comprehensive tracking system to monitor complaints, investigations, enforcement actions, and outcomes.

Administrative Support (50%)

- Provide front-line customer service by responding to visitors, telephone calls, emails, and other inquiries, directing requests to the appropriate department or staff member.
- Provide administrative support to the Chief Administrative Officer and the Clerk, including assisting in the preparation of agendas, reports, presentations, minutes, correspondence, and other materials for Council and Committee meetings.
- Coordinate communications and the flow of information between the CAO, Clerk, Council, staff, government agencies, and external stakeholders, responding to inquiries and directing requests as appropriate.
- Assist in maintaining corporate records, filing systems, and administrative processes, monitor action items and deadlines, and assist with special projects.
- Assist with the administration of requests under the *Municipal Freedom of Information and Protection of Privacy Act* (MFIPPA) and support the Township's compliance with the *Accessibility for Ontarians with Disabilities Act* (AODA).
- Assist with the collection, maintenance, and reporting of information required under the *Vital Statistics Act*, and support the administration of lottery and liquor licensing in accordance with Alcohol and Gaming Commission of Ontario (AGCO) requirements.
- Coordinate the administration of municipally owned cemeteries, including maintaining records and ensuring compliance with reporting requirements of the Bereavement Authority of Ontario (BAO).
- Receive and process municipal payments in accordance with Township procedures.
- Perform general administrative and clerical duties, including data entry, records management, document preparation, mail distribution and receiving courier deliveries, and packages.
- Perform all duties in accordance with applicable health and safety legislation and Township policies and procedures and carry out other duties as assigned.

JOB REQUIREMENTS

Education

- Diploma in Office Administration or equivalent experience

Job Related Experience

- 2 - 3 years' experience in office administration.
- Previous municipal administrative experience would be an asset.

Additional Skills and Abilities

- Excellent customer service, interpersonal, and communication skills, with the ability to build positive working relationships with residents, Council, staff, and external stakeholders.
- Demonstrated initiative, sound judgment, and a strong commitment to delivering high-quality customer service.

- Ability to manage challenging situations with professionalism, tact, diplomacy, and discretion while maintaining confidentiality.
- Strong organizational, time management, and problem-solving skills, with the ability to prioritize competing demands, work independently, and consistently meet deadlines.
- Commitment to continuous improvement and contributing to a positive, collaborative, and respectful workplace.
- Proficiency in Microsoft Office 365 and other municipal or business software applications, with the ability to quickly learn new technologies.

Communication Skills

- Excellent verbal and written communication skills, with the ability to convey information clearly and professionally to residents, Council, staff, and external stakeholders.
- Demonstrated ability to respond to public inquiries and complaints with tact, diplomacy, professionalism, and a customer-focused approach.
- Strong interpersonal skills, with the ability to build positive working relationships and communicate effectively with individuals at all levels of the organization.

Analytical and Problem-Solving Skills

- Demonstrated analytical and problem-solving skills, with strong attention to detail and accuracy.
- Ability to assess issues, evaluate available options, and make sound decisions within established policies, procedures, and legislative requirements.
- Exercise sound judgment while working independently and consistently applying corporate policies and procedures.

WORKING CONDITIONS

- General office environment (Township Office, New Dublin)
- On-site office presence required
- Extensive engagement with the public
- Periods of computer time required

COMPENSATION

Salary and Benefits

- \$30.93/hr - \$34.81/hr (2026 Rates)
- Full-time position (35 hrs/week)

The foregoing description reflects the general duties necessary to describe the principal functions of the job identified and shall not be construed to be all the work requirements that may be inherent in this position.