

## Town of South Bruce Peninsula

### Contract Position Short Term Rental Accommodation Licensing and Compliance Officer

#### Position Description

Reports to:	CAO	Status: Full Time
Last Revised:	September 28, 2021	Hours: flexible
Hourly Rate	\$39.97	

#### Summary of Duties

The Licencing and Compliance Officer will be responsible for reviewing/approving Short Term Rental Accommodation licence applications and also responsible for any compliance and enforcement activities related to rental accommodations as required. The position will include evening and weekend enforcement work.

Position allows for alternate work arrangements (flex hours) and work from home opportunities.

#### Qualifications

1. Post-Secondary education in an enforcement related field.
2. Previous licensing and/or enforcement related experience would be preferred
3. Good organization and project coordination skills
4. Strong public relations and communication skills, both oral and written
5. Class G Driver's license and good driving record required
6. Availability of personal vehicle
7. Satisfactory Criminal Record and Vulnerable Sector Checks
8. Computer literacy utilizing Microsoft Office (Word, Excel, Outlook and Publisher), a computerized registration system (ActiveNet preferred) and desktop publishing software.
9. CPR/AED and First Aid Certificate

#### Responsibilities

##### Licensing

1. Reviewing/approving Short Term Rental Accommodation licence applications
2. Confirming zoning compliance
3. Communicating with licence applicants regarding missing or incomplete information
4. Issues licences and revokes same when required
5. Coordinating with third-party software firm that's hosting the Short Term Rental Accommodation License information

6. Liaise with Town staff (fire Chief, CBO, Clerk, CAO, Bylaw staff) regarding licence applications
7. Recommends changes or improvements to current licencing program that will streamline processes
8. Provide updates and reports to the CAO/Council

### Compliance

1. Responds to complaints regarding Short Term Rental Accommodations (including evening and/or weekends)
2. Maintains logbook and provides clear and concise notes
3. Performs random and routine inspections of Short-Term Rental Accommodations
4. Provides information to license holders when required
5. Issues warning notices, tickets, orders, infractions, etc.
6. Attends Court as required
7. Works collaboratively with OPP when required
8. Provides follow up information to complainants and/or licensees.

### **Working Conditions**

- Works in presence of all ages, and has a relatively high public profile
- Deals with a high volume of varied tasks, constant changes of priority
- Can be involved in high stress situations that require de-escalation
- Evening and weekend work required
- High level of initiative required
- Driving on a routine basis (daily)