

	Municipality of the County of Annapolis JOB DESCRIPTION	Position Title: MANAGER OF PROTECTIVE SERVICES
	Union / Non-Union: NON-UNION	Classification Type: FULL-TIME
	Salary Classification: RANGE 6	Approval Date: September 12, 2025

General Job Responsibility

Manager of Protective Services shall be responsible for providing daily leadership, coaching, and mentoring to staff under their direction, ensuring they are properly trained, resourced, and supported through effective policies and performance management. The Manager performs the duties of Administrator of Dangerous or Unsightly Premises, oversees the enforcement of municipal bylaws including noise and dogs, and manages the Municipality's animal control services and obligations under the Fences and Detention of Stray Livestock Act. The position establishes annual departmental priorities and long-term plans, monitors invoices and budgets related to prosecution services, and acts as staff liaison with the Municipality's eleven fire departments, local policing agencies, the Department of Justice, and the RCMP. The Manager is responsible for planning, organizing, and coordinating emergency measures in accordance with the Nova Scotia Emergency Management Act, ensuring legislation and bylaws are current, staff are equipped and trained to meet safety standards, and enforcement strategies are applied fairly and consistently. The position carries out the duties of a Special Constable, develops and maintains investigation and enforcement strategies and policies, prepares reports and presentations for senior staff and Council, and performs other duties as assigned. This job description is a general outline of duties and responsibilities and is not meant to limit the employee's initiative to expand or increase their work output subject to approval by their supervisor.

Accountability

This position reports directly to the Director of Corporate Services.

Specific Job Responsibilities

1. Provides daily support, leadership, coaching and mentoring to all staff under their direction, ensuring they are properly trained, resourced, and supported through consistent and effective performance management.
2. Performs the duties of Administrator of Dangerous or Unsightly Premises under Section 41 of the Municipal Government Act, including receiving and investigating complaints, meeting with property owners, preparing reports and correspondence, issuing Orders where authority exists, recommending demolitions, carrying out Orders, forwarding costs to Finance for lien attachment, maintaining documentation, ensuring public follow-up, issuing tickets or initiating court action where compliance is not achieved, remediating properties as necessary, and providing bi-annual reports to Committee of the Whole.

3. Oversees the supervision and administration of municipal bylaws requiring enforcement, including noise, dogs, and others, ensuring public education, complaint intake and processing, timely enforcement action, and recommendations to Council for amendments.
4. Oversees the Municipality's animal control services including dog pound operations, provision of contracted services to neighbouring municipalities, consistent collection and return processes, investigations and enforcement of the Dog Bylaw, issuance of tickets or court actions when required, and accurate maintenance of complaint reports and files.
5. Facilitates the Municipality's responsibilities under the Fences and Detention of Stray Livestock Act, serving as staff resource to the Fences Arbitration Committee, reviewing complaints, assisting committee members, preparing Orders and decisions, and ensuring enforcement including disposition of animals and collection of fines.
6. Annually prepares and establishes, in conjunction with staff, departmental priorities and strategies, service standards, and response timeframes, along with alignment into a three-year long-term departmental plan.
7. Tracks and reviews invoices and payments related to public prosecution services, ensuring accuracy and completeness, and uses this information to support financial reporting and budgeting.
8. Acts as the Municipality's staff liaison with its eleven funded fire departments, organizing meetings, reviewing financial statements and funding requests, overseeing hydrant funding and reserve accounts, coordinating operating and capital funding, supporting training and equipment planning, administering workers' compensation payments, preparing long-service awards, and maintaining related website content.
9. Acts as staff liaison with policing agencies and the Nova Scotia Department of Justice, including organizing and facilitating the Police Advisory Committee, preparing agendas, minutes, reports, and correspondence, responding to public and Council inquiries, and meeting regularly with the RCMP Staff Sergeant to review issues and priorities.
10. Plans, organizes, and oversees the Municipality's emergency measures responsibilities under the Nova Scotia Emergency Management Act, including bylaw review, inter-municipal agreements, emergency planning and exercises, collaboration with municipal and community agencies, and the development of public education and awareness programs.

11. Reviews the Municipality's Dog Bylaw, dangerous or unsightly provisions, and other relevant legislation and bylaws on a triennial basis to ensure they remain current with law, language, and court decisions, and makes recommendations for amendments as necessary.
12. Develops and maintains high-quality investigation and enforcement strategies, techniques, and policies to ensure fair, consistent, and compassionate application of laws, recognizing the diverse circumstances of residents and encouraging voluntary compliance.
13. Maintains current knowledge of legislation and procedures related to the issuance of Summary Offense Tickets and Long Form Summons, appearing in court as required, providing evidence or affidavits, and tracking outstanding non-compliance cases.
14. Carries out the duties and responsibilities of a Special Constable under Section 88 of the Police Act of Nova Scotia.
15. Prepares reports and presentations for the Director of Corporate Services and Council as required.
16. Performs other duties as assigned by the Director of Corporate Services.

Qualifications and Expectations

Candidates for this position must possess, at a minimum, a degree or diploma in Public Administration, Enforcement, Emergency Management, or a related field, or a combination of education and lived experiences that meet requirements.

Additionally, Candidates must also have a minimum of five (5) years of progressive experience in municipal enforcement, protective services, emergency management, or a related field, with preference given to those with municipal government experience, or a combination of formal experience and lived experiences.

Due to the nature of this position, the employee must have exceptional reading and report writing skills, working knowledge of enforcement and court processes and procedures including collecting evidence and taking statements, strong management and supervisory experience to effectively lead and mentor staff, above average interpersonal skills to deal with difficult situations and conversations tactfully, be fluent with Microsoft Office, and comfortable working in a fast-paced work environment often under public pressure. This position will occasionally require work outside of normal office hours, including evenings and weekends.