

Bylaw Services Manager
City of Surrey

The City of Surrey's By-Law Enforcement and Licensing Services Team is dedicated to serving our residents with excellence. Its focus is on building strong resident relationships and community partnerships to enable a City landscape that supports the well-being of residents, businesses, and other stakeholders.

Reporting to the Manager, Bylaw Enforcement and Licensing Services; the Bylaw Services Manager leads a dedicated team of professionals, in delivering a broad range of bylaw related, complex services to the residents and businesses in the City of Surrey. Areas of accountability include, Bylaw enforcement, Community Patrol Program, Surrey Animal Resource Centre, parking and commercial vehicle enforcement, Surrey Outreach Team, Parks Patrol and related public safety programs that will evolve over time.

This position requires:

- Innovative, strategic planning and implementation skills to proactively address community needs and the related deployment of the service delivery model, including programs, policies, preparation of budgets, benefit analysis and developing base case analysis for new programs;
- Managerial and leadership skills to ensure the safety, wellbeing and success of the Bylaw Enforcement team members;
- Community engagement skills to develop and maintain relationships with a diverse range of community groups and other key stakeholders;
- Customer service skills, required for responding to complex inquiries and sensitive situations with/from all customers, both internal and external; and,
- An impeccable ability to communicate across all levels of staff including senior management, Council, and other key stakeholders.

This role requires a degree in a related field, a demonstrated understanding of current best practices in public safety and/or community engagement and a minimum of 8 years' leadership experience in a similar environment. Additional assets include: a background in enforcement/service, preferably in a government; experience managing diverse staff and programs in a unionized environment; experience with project management; and demonstrated alignment with the City's values. An equivalent combination of experience and education may be considered.

Should you be interested in learning more about this leadership opportunity please contact Carol Robinson or forward your resume, a letter of introduction and the names and contact information for three referees, in confidence, to cleartalent@hwest.ca. We will respond to all who express interest.