

ROLE SUMMARY

Under the general direction of the Director of Building, Bylaw, Licensing and Legal Services, the Manager of Bylaw and Licensing Services provides oversight of the bylaw enforcement and business licensing regulatory functions, ensuring effective and efficient service delivery. Considerable independence of judgement and action is exercised in the position.

QUALIFICATIONS

- Bachelor's Degree in a related field
- Completion of the Justice Institute of BC's Bylaw Enforcement and Investigative Skills Level 1 and 2 Courses.
- 7 years' experience in bylaw enforcement, including 5 years of supervisory experience.
- Completion of a local government leadership development program or conflict resolution program is an asset.
- An equivalent combination of education and experience may be considered.
- Possession of a valid BC Class 5 driver's license.
- Working knowledge of applicable provincial legislation, including the Community Charter, Freedom of Information and Protection of Privacy Act, and the adjudication and enforcement processes relating to licensing and bylaw matters.
- Thorough knowledge of District bylaws, regulations, policies, procedures and standards, including Council's Bylaw Enforcement Policy.
- Working knowledge and understanding of provincial court procedures and rules of evidence.
- Demonstrates integrity, is able to work independently and maintain confidentiality where required.
- Ability to resolve disputes, public complaints and enforcement issues.
- Ability to influence others to modify their position in order to reach mutually satisfying and beneficial outcomes.
- Ability to deal tactfully, impartially and firmly with individuals on difficult enforcement matters using judgment and knowledge to move issues to closure.
- Ability to prepare concise, factual, detailed and complex reports and correspondence, maintain appropriate records, and interpret bylaws, regulations and applicable rules for staff and the public.
- Ability to effectively plan, coordinate and supervise the work of the Division, including the ability to develop and manage budgets.
- Proficiency and experience with word processing (MS Word), spreadsheets (MS Excel), presentation (MS PowerPoint) and bylaw enforcement and business licensing software applications.
- Ability to communicate effectively verbally and in writing.

Major Accountabilities

Advice & Support

- Provides expert advice on municipal bylaws and licensing and related policies
- Prepares reports to Council and provide technical advice to them.
- Responsive to the needs, enquiries and complaints of the public and staff.

- Acts to ensure compliance with regulatory and legal requirements while providing expertise to internal and external stakeholders and partners.
- Makes recommendations regarding remedial or legal action concerning the enforcement of bylaws and licensing.

Leadership of Staff

- Manages employees with responsibility for recruitment, coaching, motivating, developing position objectives, assigning and delegating work, setting direction of several teams or work groups, performance management and ensuring quality and service standards are met.
- Effectively plans work, manages and directs staff.
- Leads by example in terms of establishing annual personal performance objectives to be achieved by section leaders. Meets regularly with own direct reports to establish each of their annual personal performance objectives and holds them accountable for results
- Leads or oversees recruitment, orientation, training of new staff in accordance with District policies
- Prepares guidelines for work performance, expenditures and use of resources
- Evaluates the work of subordinate staff, guides them and identifies needs for development

Division Operations

- Administers the day to day affairs of the Bylaw and Licensing Division making a wide latitude of technical and administrative decisions within the confines of general direction from the Director, department, corporate and Council policies.
- Plans, organizes, implements and directs the work of the Division.
- Works collaboratively with other divisions, municipal departments, municipalities, agencies, federal and provincial departments and consultants to achieve the objectives of the Division and for the good of the municipality.
- Develops and controls the Division's annual budget.
- Directs the investigation of complaints relating to bylaw regulatory matters and business licensing matters and addresses concerns through appropriate action.
- Works collaboratively with the Director and other Managers to address departmental personnel issues, budgets, technical issues and long range planning.
- Acts as the District's Business Licence Inspector.
- Performs other related duties as required.

Competencies

Adaptability

- Is flexible in a changing work environment

Relationship Building

- Establishes and maintains respectful and cooperative working relationships

Effective Communications

- Communicates effectively with others

Problem Solving

- Recognizes and acts to resolve problems

Customer Focus

- Provides excellent service to both internal and external customers

Strategic Agility

- Anticipates future needs, opportunities, and consequences
- Uses a proactive approach to take action and achieve desired outcomes

Innovation

- Strives for innovation in the workplace
- Champions new ideas and creative solutions

Change Management

- Actively promotes appropriate change as a necessary business function
- Leads people through transition and change

Collaboration

- Initiates and fosters a spirit of cooperation to achieve corporate goals using a consultative approach

Supporting Employees

- Empowers employees to contribute to organizational success

Personal Insight & Impact

- Shows awareness of self and impact on others
- works to improve own personal performance