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## Position Vacancy: Manager, Licensing and Integrated Services

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### *Great City, Great Work, Great Future!*

DEPARTMENT:	<b>Development Services</b>	STATUS:	<b>Full Time</b>
NO. OF POSITIONS:	<b>One</b>	UNION:	<b>Exempt</b>
HOURS OF WORK:	<b>37.5 hours / week</b>	SALARY:	<b>\$102,001 - \$112,489 annually</b>

Reporting to the Director of Development Services, the Manager, Licencing and Integrated Services is responsible for leading the team that administers the City's licencing standards and enforces building, development and other bylaws in a manner that is fair and consistent. You lead a team that interacts directly with citizens and businesses on a diverse range of issues and provides excellent service to multiple stakeholders within an education and problem-solving based enforcement model. You are comfortable in situations that may involve conflict and you are able to see the bigger picture. Your strong listening and communication skills enable you to achieve positive outcomes even in situations with high conflict. As Chief License Inspector, you will investigate, refuse and cancel problematic business licenses. You will prepare enforcement documents and appear as a witness in relation to business licensing matters involved with Court proceedings and Hearings before City Council. This position also researches, develops, implements and enforces City policies and bylaws impacting livability in the community, such as noise; unsightly properties; homelessness; graffiti; illegal housing; standards, maintenance and nuisance abatement. You will also manage integrated service teams composed of representatives across civic departments and outside agencies that develop and implement remedies to address neighbourhood issues and concerns. This position manages the day-to-day operation of the Bylaw Enforcement and Business License functions to align with the City's strategic plan, budget, policy guidelines and operational procedures.

#### **REQUIREMENTS:**

- University degree in public administration, business administration or a related discipline, and sound related experience (minimum 7 years), or an equivalent combination of education and experience.
- Sound knowledge of the concepts, practices and techniques of local government administration.
- Sound knowledge of the relevant legislation, bylaws, regulations, rules and policies.
- Strategic planning skills to coordinate the department operations and integrate with a variety of outside agencies.
- Experience with quasi-judicial functions such as taxi license appeals and show cause hearings.
- Sound knowledge and experience in administering the legal and technical matters related to enforcement.
- Superior communication and interpersonal skills to establish and maintain effective working relationships across internal departments and external agencies in a high profile environment.
- Training in conflict resolution and mediation skills.
- Problem-solving and decision-making skills to formulate strategies to address enforcement issues.
- Research skills to carry out technical research studies.
- Outstanding writing and communication skills.
- Knowledge and experience with electronic systems to manage business licenses.
- Proven people leadership skills to direct a diverse team of enforcement and support staff.
- Valid B.C. driver's license and ability to pass a Police Information Check.

Apply by sending your resume quoting **competition #14-83, by October 3, 2014**, to the Human Resources Department, City of New Westminster, 511 Royal Avenue, New Westminster, BC, V3L 1H9, Fax:(604)527-4619 or e-mail to [hr@newwestcity.ca](mailto:hr@newwestcity.ca)

*We thank all applicants in advance; however, only those selected for an interview will be contacted.*

*The City of New Westminster is committed to employment equity.  
We welcome diversity and encourage applications from all qualified individuals.*