



Career Opportunities

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Bylaw Services Manager

Bylaw Services | **\$ 110420-129906 per year** | **Salary** | **Full-time Permanent** | **Exempt**

Competitive wages, benefit and pension package. Opportunities for career development and professional advancement, including financial support for professional development. A diverse, inclusive and supportive workplace. Wellness incentives, Earned Time Off Program, flexible work environments, and Federal and BC statutory holidays.

[%20Services%20Manager%20at%20City%20of%20Penticton&body=Apply%20for%20the%20Bylaw%20Services%20Manager%20at%20City%20of%20Penticton%20using%20the%20link%20below.%0A%0Ahttps%3A%2F%2Fpentictor](#)

Penticton is a vibrant, innovative, healthy waterfront city focused on sustainability, community, and economic opportunity. At the City of Penticton, our goal is to serve our residents, businesses, and visitors through good governance, partnership and the delivery of effective and community-focused services.

The City of Penticton's Bylaw Services department helps to protect public health, safety, property rights and community standards through the timely and consistent enforcement of municipal bylaws.

Reporting to the Director of Public Safety & Partnerships, the **Bylaw Services Manager** provides oversight and direction to the Bylaw Services Department and is also responsible for Animal Control Services (contracted). Building on current service delivery models and aligned with the City's Public Safety Framework and Social Development Framework, the Manager is a key leadership position that supports the enhancement of integration and effectiveness across the Department while identifying and implementing new initiatives that reflect innovative and progressive approaches to public safety.

The Bylaw Services Manager is also accountable to deliver on Council and Corporate priorities, through the development of regulatory tools, implementation of strategic and operational projects, and overseeing the enforcement of a spectrum of municipal bylaws using a human-centered approach. This position also directs efforts with internal and external partners (i.e., RCMP, Fire, Interior Health, Indigenous Partners, Business Community, School District, and Social Services Agencies) to support coordinated approaches to bylaw and public safety related challenges and opportunities. This position is often involved in managing complex and sensitive investigations and decisions that are subject of Council, community and media attention.

Key Accountabilities:

Leadership and Management of Bylaw Enforcement Operations

- Develop, manage, and monitor strategic goals, objectives, policies and procedures and align with Council, Corporate, and Department objectives.
- Direct operations and initiatives to uphold municipal bylaws covering a spectrum of disciplines including property use, community safety, traffic, parks and public open spaces.
- Provide advice and guidance to the public and staff on Bylaws and Statutes as they relate to property standards, community safety standards, and implement proactive enforcement strategies with key partners, as appropriate.

Interpretation and Development of Bylaws, Statutes and Regulations

- Lead or assist with the development of new and/or revision of existing Bylaws and Operating Guidelines/Procedures.
- Act as a resource for interpreting bylaws and develop strategies to ensure compliance within the community.
- Work with the RCMP and Fire to coordinate enforcement and public safety activities.
- Identify, record, and recommend solutions to operational and strategic issues.
- Includes, but is not limited to, City policies and procedures, Community Charter, Local Government Act, Local Government Bylaw Notice Enforcement Act, City Bylaws, Health Act and other related Federal and Provincial Statutes related to public safety.

Leadership and Management of Community Safety Initiatives

- Work in partnership with the Social Development team to develop and operationalize plans to mitigate and respond to the impacts of outdoor sheltering in the community.
- Provide leadership to support coordinated, systems-based approaches to the delivery of bylaw and public safety services with internal and external partners (i.e., Indigenous partners, Interior Health, business community, local service providers, school district, provincial partners, etc.).
- Implement health, safety and wellness measures for staff responding to people experiencing homelessness, substance use, and mental health.

Human Resources Management

- Professionally lead a team of staff (16+ FTEs) plus relief staff (in a unionized environment).
- Lead, develop, hire, assess, discipline, and meaningfully recognize employees.
- Perform a range of duties including scheduling, approving time requests/leaves, etc.
- Develop and maintain team processes/structures to encourage efficient operational practices, collaboration, teamwork, and open communication between employees and Senior Management.
- Initiate, inspire, and execute leadership development and succession management plans.
- Focus on staff and organizational health including safety and mental wellness.

Risk and Liability Mitigation

- Ensure safe work practices and standard operating guidelines are practiced and adhered to by staff.
- Ensure enforcement and investigation activities conform to appropriate legislation (Federal, Provincial and Municipal).
- Maintain files, records and documents used to resolve public complaints and claims.
- Ensure legal risk during enforcement action taken by City is mitigated.

Budget Management

- Manage departmental operational budgets and revenues.
- Ensure departmental budgetary controls are in place and monitored.
- Development of business cases (inclusive of analysis and costing) to advance strategic goals.

Required Knowledge, Skills and Abilities

- Proven leadership and management, and ability to navigate large systems and complex issues.
- Strategic and operational planning, performance measurement and management, financial administration, and proven ability to operationalize a vision into culture, actions, and results.
- Demonstrated ability to develop, inspire, and enable people to be at their best.
- Superior communication skills (verbal and written) including tact / diplomacy, facilitation, conflict resolution and presentation.
- Direct knowledge and experience in strategic planning, management of operations and complex issues, interpreting and applying legislation, regulations and policies, as well as knowledge of court processes/services and proceedings.
- Extensive knowledge of relevant provincial and federal legislation, and local bylaws.
- Sound understanding in performance and change management, as well as financial administration.

Education, Training and Experience

- A university degree in a relevant discipline (i.e., Criminology, Criminal Justice, Emergency & Security Management, Public/Business Administration);
- 5+ years of progressive experience in legislative or regulatory work (preference to Bylaw Enforcement environments); and,
- 5+ years of progressive experience in management/leadership roles, preferably in a unionized environment; or,
- An equivalent combination of education, training, and experience.
- A Police Information Check (Vulnerable Sector) is required.

Require License(s):

- Valid B.C. Driver's License, minimum Class 5.

At the City of Penticton, we recognize that great talent and great ideas come from a variety of backgrounds. Tapping into the diversity of our community makes us all stronger and allows us to serve Penticton even better.

That's why we welcome all applicants to consider joining our team. We encourage Indigenous persons, people of colour, all genders and expressions, 2SLGBTQIA+, persons living with disabilities, and others who reflect our ever-changing workplace to apply.

So, if your experience is close to what we're looking for, we would love a chance to talk about working with you. We welcome your cover letter and resume by **May 1, 2024**.

Apply Now

* Fields Are Required