



# BUILD A CITY. BUILD A FUTURE.



## Bylaw Services Officer

*As one of the fastest growing cities in Canada, City of Surrey is a globally recognized leader in building vibrant, sustainable communities through technology and innovation. City of Surrey employees are talented innovators, inspired by meaningful work and the opportunity to drive our city—and their careers—forward. Build a City. Build a Future at the City of Surrey.*

### Scope

Revolutionizing the community partnership and service delivery model in the area of Bylaw and Licensing Services, the City of Surrey is seeking a customer-focused Bylaw Services Officer interested in career growth opportunities and the ability to influence positive changes in our community.

### Responsibilities:

- Investigating complaints of violations and responding to inquiries from the public and others.
- Reviewing old and new business licenses and ensuring that zoning, business and other regulations are complied with.
- Laying charges and appearing in court, writing tickets for a wide variety of violations as well as assisting Bylaw Enforcement Officers as needed.
- Providing high-level customer service and dealing with confrontational matters with tact and diplomacy.
- Participating in proactive engagement with the community to address nuisance issues.

### Qualifications:

The successful candidate will have:

- Completion of Grade 12 plus 2 related courses, 2 years of related work experience which includes 1 year of experience in inspectional and regulatory work and 1 year of experience dealing with public. OR
- Completion of Grade 12 supplemented by 3 related courses and 3 years related work experience, which includes two years of experience and training in inspectional and regulatory work and one year related experience dealing with the public.
- Valid BC Driver's License with safe driving record.

Additionally, you will have:

- Knowledge of by-laws, regulations, legal and course procedures as well as thorough knowledge of the business license approval process is needed.
- Able to communicate effectively both orally and in writing is essential.
- Good knowledge of Surrey's policies, procedures, standards and by-laws; and will exercise good judgement in protecting the public and Corporation's interests.

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- Able to deal tactfully and firmly with different or difficult situations and establish and maintain effective working relationships with the public, Municipal staff and others.

An equivalent combination of education and experience may be considered.

## Other Information:

Number of Job Openings: 5

Pay Grade: 22

Pay Steps	Hourly Rate (2024 Rates)
Step 1	\$38.98
Step 2 (6 Months)	\$40.60
Step 3 (18 Months)	\$42.19
Step 4 (30 Months)	\$43.77

**This Posting Closes on July 18, 2025.**

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