

MANAGER, BYLAW and BUSINESS LICENSING SERVICES

(Full Time)

The Municipality of North Cowichan (population 30,000) is located in the beautiful Cowichan Valley on Vancouver Island, between Nanaimo and Victoria. Our communities of Chemainus, Crofton, Maple Bay, and the South End including University Village, are home to a multitude of artistic, cultural and outdoor recreational activities. The Municipality provides a stable and varied work environment, competitive pay and benefits, and is ideally situated on Southern Vancouver Island.

We are inviting applications from candidates with the proven skills, qualifications and abilities for the position of Manager, Bylaw and Business Licensing Services. If you are self-motivated, looking to take on a new challenge where you can make a difference, enjoy both responsibility and accountability, and are ready to join one of British Columbia's most inclusive and environmentally conscious municipalities, we look forward to receiving your application!


Reporting directly to the Manager, Fire and Bylaw Services, the Manager, Bylaw and Business Licensing Services is a key member of the leadership team and will lead and oversee work and responsibilities associated with coordinating municipal bylaw compliance and enforcement activities and the processing of business licenses.

The Manager, Bylaw and Business Licensing Services supervises and directs the work of technical and clerical staff within the Bylaw and Business Licensing Services Department. The Manager will lead a team that interacts directly with citizens and businesses on a diverse range of issues and provides excellent customer service to multiple internal and external stakeholders within a pro-active and solutions-oriented environment. 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.

The position is best suited for a solutions-oriented professional with experience in bylaw enforcement and investigation, as well as a demonstrated history of excellence in customer service. Our ideal candidate will bring the technical knowledge to operate within a regulatory environment, but the confidence and strong judgment to bring about voluntary compliance with the Municipality's bylaws through education before regulation. This position requires someone with strong interpersonal and communication skills to balance often competing needs.

Key duties associated with this position include: overseeing and conducting enforcement activities in an effective and efficient manner; conforming to the Municipality's policies and procedures; liaising and coordinating with the Manager, Fire and Bylaw Services, the Building Department, the Planning Department

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and other departments' staff on bylaw enforcement matters; representing the Municipality in court on bylaw enforcement matters; liaising with government agencies, other local governments, the Fire Department and the RCMP on community safety and enforcement matters; assisting other departments in developing, updating and reviewing bylaws and regulations; investigating complaints received; and, preparing reports and correspondence on issues, concerns and projects.

Required Skills, Qualifications and Abilities:

1. Eight (8) years of experience in bylaw compliance and/or business licensing with increasing levels of responsibility, with at least five (5) years in a supervisory or management role, preferably with a bylaw team in a municipal government context.
2. Post-secondary education in bylaw compliance or an equivalent combination of education, training and experience.
3. Sound knowledge of the concepts, practices and techniques of local government administration.
4. Sound knowledge of the relevant legislation, bylaws, regulations, rules and policies related to business licensing and bylaw compliance.
5. Problem-solving and decision-making skills to formulate strategies to address frequent and often complex bylaw compliance issues.
6. Superior communication skills, including outstanding oral presentation and report writing skills, in order to establish and maintain effective working relationships with staff, senior management, Council and members of the public.
7. Training and demonstrable skills in conflict resolution and mediation.
8. Ability to read, produce, analyze and interpret statistical data.
9. Knowledge and experience with electronic systems (Tempest, Prospero, Calls for Service).

Candidates being considered will be required to undergo a comprehensive evaluation of skills, qualifications and abilities. The successful candidate will be required to undergo a police information check and must possess and maintain a valid Class 5 B.C. Driver's License; a satisfactory current driver's abstract will be required.

To Apply:

Visit the Municipality of North Cowichan Career Portal at www.northcowichan.ca/jobs to apply for this position. Please note that all candidates must apply via the Career Portal; we do not accept resumes via email or hard copy.

Application Deadline:

4:30 p.m. Tuesday, January 26, 2021

