



Manager Bylaw Enforcement Operations Regular Full Time

About Us

One of BC's Top Employers, the City of Coquitlam offers meaningful career opportunities to make a difference within the local community. As the sixth largest city in BC, we are home to more than 150,000 residents. Our diverse municipality is a great place to work as it continues to grow through innovative urban design, inspiring arts, culture and recreation programs, and state-of-the-art transportation systems. Our brand is built on managing our resources in a responsible and sustainable manner, while supporting a vibrant, growing regional urban centre. We envision a bright future in Coquitlam that we hope includes you!

About You / What We Are Looking For

Are you someone who's capable, motivated, and interested in advancing your career by leading a skilled team of professionals? Join us as the Operations Manager for Bylaw Enforcement in the City of Coquitlam! Our team consists of knowledgeable, passionate, and experienced individuals who respond to and mediate community issues in order to contribute to the city's high quality of life. We're looking for an experienced leader to oversee the overall operations and day to day financial management of generalized Bylaw Enforcement services, which play a key role in maintaining community standards and supporting local businesses with regulatory compliance.

This exciting opportunity is perfect for an experienced candidate looking to be a part of our Bylaw Enforcement, Licensing, and Animal Services Division. Reporting directly to the Senior Manager Bylaw Services, you will play a crucial role in preserving the city's quality of life and business environment. Your responsibilities will include leading a diverse team providing generalized bylaw enforcement services to the community. Your expertise will ensure compliance with local regulations and rules, contributing to a safe, clean, and well-organized community.

You will lead a dynamic team focused on providing effective services to the public. Your main duties will include:

- Leading and managing a team of two supervisors, twenty full-time and ten auxiliary bylaw enforcement officers across four job classifications.
- Providing mentorship, guidance, and clear direction to support high performance and a collaborative work environment.
- Managing escalated complaints and public concerns with professionalism, impartiality, and tact.
- Engaging with the public to educate and promote awareness of bylaws, encouraging voluntary compliance.
- Collaborating with the division manager and other City departments to address complex or community-wide issues.
- Preparing and presenting reports to Council and Committees with insights and recommendations.
- Overseeing the dog licensing program and managing ticket disputes to ensure fair resolution.
- Supporting debt collection processes across departments involved in bylaw enforcement.
- Planning and managing staff schedules, including extended operating hours for field work and at City Hall and the Coquitlam Animal Shelter.
- Drawing on a thorough understanding of legislation, City bylaws, policies, and procedures to guide enforcement decisions.
- Acting impartially and with diplomacy in high-conflict or sensitive situations.
- Maintaining positive labour relations, including addressing grievances, supporting resolution processes, and fostering effective communication with staff and unions.
- Embracing change and fostering innovation and continuous improvement within the team.

Minimum Qualifications

Our ideal candidate will hold a Bachelor's degree in a relevant field such as Business Management, Public Safety, Public Administration, or Criminology as well as a minimum of three years of progressive professional experience including experience at the management level. This would be complemented by specialized training in municipal law and regulation, law enforcement and/or community safety.



What We Offer:

This excluded position has an annual salary range of \$126,625 - \$142,435. The rate of pay is based on a variety of factors including qualifications, knowledge, experience and skills.

You will have the chance to join a rapidly growing and diverse team dedicated to supporting the local community, and be able to engage in variety of learning and development opportunities. Additionally, there is an opportunity to participate in a flex day program. This position is based in Coquitlam, and due to the nature of work, only limited hybrid work options are available. The City offers an attractive vacation and extended benefits package, including the ability to contribute to the Municipal Pension Plan.

Accessibility / Equal Opportunity Employer

The City of Coquitlam is proud to be an Equal Opportunity Employer working towards enhancing equitable practices in our recruitment and retention processes. As an organization we are committed to creating an inclusive work environment to support our growing and diverse work force. To learn more about what equity, diversity, and inclusion means, and the City's efforts in support of these principles, please visit coquitlam.ca/edi for more information.

If at any time during the application or recruitment process you require additional assistance or an accommodation, please contact our team for confidential support. Staff can also provide in-person support if required.

Applicants under consideration may be required to undergo a police information check (with no adverse reports).

Good people make Coquitlam great, sign up for career alerts through our recruitment portal to stay up to date about opportunities within our team, or follow us on [LinkedIn](#) to learn more about how #YouCouldWorkHere too!

Please apply online at www.coquitlam.ca/careers by 11:55 pm on January 31, 2025.

We thank all applicants for their interest; however, only those selected for an interview will be contacted.