
Park Liaison Officer

DEPARTMENT:	Engineering	STATUS:	Temporary Full Time & Auxiliary
NO. OF POSITIONS:	Two	UNION:	CUPE, Local 387
HOURS OF WORK:	35 hours/week	SALARY:	\$40.76 - \$48.07 per hour (2024 rates) + comprehensive benefits

As a central hub in the Metro Vancouver area, the City of New Westminster delivers a broad spectrum of urban services to over 85,000 residents. New Westminster is rich in history with a viable and thriving economy and has a population representative of the diversity of the region. The City is staffed by talented and dedicated employees who work together to achieve its strategic vision. We have earned a proud reputation for civic leadership, service delivery, and outstanding employee relations.

The City of New Westminster is seeking two Park Liaison Officers to join our Operations Support Team to improve safety, community engagement, and appropriate use of city parks. These temporary positions will be approximately one (1) year in duration, with a possibility of extension.

The Park Liaison Officer will be responsible for public education, proactive patrols, bylaw enforcement, and providing front-line assistance and outreach, particularly to vulnerable populations. This role will report directly to the Manager, Street Use, Compliance & Liaison. The position works closely with the Community Liaison Officers, Engineering Operations staff and the Parks & Recreation staff; and regularly interacts with the general public, community groups, individuals from vulnerable populations, social service agencies, private security, and emergency services.

*We are also hiring two auxiliary Park Liaison Officers to join our team. The auxiliary positions fall under the same pay range; however, auxiliary employees are not entitled to benefits and are instead eligible for 12% in lieu of benefits and vacation.

As a Park Liaison Officer, you will:

- Conduct regular and visible patrols of municipal parks on foot and/or by vehicle to observe use and identify potential issues. Monitor park for appropriate use enforcing the Parks Regulation Bylaw when required.
- Work closely with the vulnerable population, connecting them with appropriate services when required.
- Provide advice, information, and direction to park users regarding park regulations, facilities, etc.
- Administer First Aid and attend to any complaints and issues that may arise in parks.
- Ensure park users can use the park facilities harmoniously while preserving the integrity of the park system.
- Monitor, unlock and lock Park facilities and gates as required to ensure optimal availability to park users.
- Prepare and maintain clear, concise, and accurate records, including daily activity logs, incident reports, and bylaw infraction notices as required.

- Identify, document, and report safety hazards, vandalism, and maintenance requirements (e.g., broken equipment, trail damage) to the appropriate departments.
- Other duties/responsibilities as assigned.

If you have the following characteristics and qualifications, we want to hear from you:

- Completion of Grade 12 supplemented by courses related to the work (ex. by-law enforcement, CPR) and some related experience; or an equivalent combination of training and experience.
- Must have Standard First Aid with CPR C and AED.
- Security Workers License is an asset.
- Certificate in Community Mental Health Work or equivalent is considered an asset.
- Completion of Bylaw Compliance, Enforcement, and Investigation Skills Level 1, Level 2 considered an asset.
- Sound knowledge of operations, rules, bylaws and regulations governing the work performed.
- Sound knowledge how to work collaboratively and effectively with vulnerable population.
- Sound knowledge of de-escalation tactics, situational awareness and effective verbal communication.
- Working knowledge of the procedures for bylaw enforcement.
- Ability to provide advice, assistance, information and direction to a variety of park users in a concise, courteous and tactful manner in sometimes difficult and sensitive circumstances.
- Ability to enforce rules, guidelines and regulations.
- Ability to perform Standard First Aid.
- Ability to walk and work in varying weather conditions.
- Excellent observational skills and the ability to exercise sound judgment in assessing and responding to complex or unusual situations.
- Ability to work independently, manage time effectively, and prioritize tasks with minimal supervision.
- Ability to keep routine records and act as a witness and conduct cases before a Provincial Court.
- Ability to communicate effectively both orally and in writing.
- Valid BC Drivers License.
- Must be able to successfully pass and maintain a clear Police Information Check, including a Vulnerable Sector Check.

*This position will work a non-standard work schedule, which may include day, evening and weekend shifts; and may include statutory holidays.

Apply online with your resume and cover letter in one document at www.newwestcity.ca/employment by August 12, 2025.

To support a workforce that reflects the diversity of our community; women, Indigenous Peoples, racialized individuals, persons of diverse sexual orientation, gender identity or expression (LGBTQ2S+), persons with disabilities, and others who may contribute to diversity of our workforce, are encouraged to express their interest.

*New Westminster is on the unceded and unsundered land of the Halq'eméylem-speaking peoples.
'It is acknowledged by the City that colonialism has made invisible their histories and connections to the land.
We are learning and building relationships with the people whose lands we are on.*

*We thank all applicants for their interest and advise that only those selected for an interview will be contacted.
This position is only open to those legally entitled to work in Canada.*