



BUILD A CITY. BUILD A FUTURE.

BYLAW ENFORCEMENT MANAGER

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.**

SCOPE

Reporting to the Director, Bylaw Services, the Bylaw Enforcement Manager leads a dedicated team of Bylaw professionals who provide a diverse range of support, information, and enforcement services to the Surrey community. This pivotal role entails overseeing Bylaw Enforcement operations and various initiatives aimed at enhancing citizen engagement and awareness in areas such as distressed properties, recovery homes, graffiti, etc. Ensuring the safety and efficiency of operations, while identifying integrated service opportunities for the City of Surrey is a primary responsibility of the Bylaw Enforcement Manager.

EMPLOYMENT STATUS

Regular Full-Time – Exempt working 37.5 hours per week.

RESPONSIBILITIES

- Lead and supervise a team of Bylaw professionals, fostering a culture of collaboration, accountability, and service excellence.
- Oversee Bylaw Enforcement operations and other relevant initiatives.
- Monitor program effectiveness and efficiency, making adjustments as necessary to meet community needs and objectives.
- Research, plan, and implement initiatives to optimize the City's response to issues such as distressed properties, recovery homes, and graffiti, etc.
- Ensure compliance with municipal bylaws and regulations through proactive enforcement measures and public education campaigns.
- Collaborate with City staff, community stakeholders, residents, and local organizations to address concerns, promote compliance, and foster positive relationships.

QUALIFICATIONS

- Diploma in a related field combined with a minimum of 8 years' experience in a similar work environment, with a minimum of 2-4 years of team leadership experience; or an equivalent combination of education and experience.
- Previous experience in bylaw enforcement, community policing, or related field.
- Experience related to overseeing health and safety protocol/processes with staff
- Experience in community engagement, building trust and fostering relationships in the community

- Excellent communication, interpersonal and conflict resolution skills.
- Sound knowledge of municipal bylaws, regulations, legal procedures, and other applicable provincial and federal legislation.
- Ability to analyze complex issues, develop effective solutions, and implement strategies to achieve objectives.
- Experience supervising/managing staff in a unionized environment.
- Demonstrated alignment with the City's values of Community, Innovation, Teamwork, Integrity, and Service.
- Ability to pass a criminal record check.

ADDITIONAL INFORMATION

Number of Job Openings: 1

M2: \$104,807.00 - \$123,302.00 (2024 rates)

Schedule will be 4 days on, 4 days off; may be required to work some stat holidays and overtime as operationally needed.