

BUILD A CITY. BUILD A FUTURE.



ADMINISTRATIVE SERVICES 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** at the City of Surrey.*

EMPLOYMENT STATUS

Exempt – Regular Full-Time

SCOPE

The Public Safety department is seeking an Administrative Services Manager for our Bylaw Enforcement & Licensing Services Division, who will be responsible for day-to-day management and coordination of administrative and clerical services supporting assigned business units within the division. The role focuses on ensuring timely, accurate, and consistent administrative support in accordance with established policies, procedures, and service standards. You will also lead a team of employees who deliver excellent administrative support to business units within the division.

RESPONSIBILITIES

Reporting to the Bylaw Business Operations Manager, you will support managers within your area of responsibility (Bylaws, Public Safety,) and have the opportunity to add value for administrative and service delivery matters with a goal of supporting excellent customer service through enhanced effectiveness and efficiencies. You will recommend and implement improvements in alignment with general policies.

The successful candidate will:

- Lead and manage a broad range of administrative resources to deliver clerical services to the areas of responsibility and support the team with employment matters such as hiring, coaching, learning and development of staff. Effective ongoing deployment of staff resources, scheduling staff and their relief to efficiently meet the various business units' ongoing operational requirements;
- Provide day-to-day direct oversight of the Bylaw Call Centre, the Adjudication and Appeals Centre and the business licensing section;
- Support the coordination and execution of divisional projects and initiatives by tracking timelines, resources and deliverables, and identifying risks or issues requiring escalation to the Business Operations Manager;
- Prepare, coordinate, and review reports, briefing notes, presentations and data summaries to support divisional leadership and senior management;
- Establish and maintain effective working relationships with internal departments and external partners to support administrative, financial and service delivery coordination;
- Coordinate with the Finance department to ensure City standards are met and support department budget control, analysis, audit, metrics and identify opportunities for revenue generation;
- Prioritize tasks and triage competing responsibilities;
- Identify opportunities for innovation using critical thinking skills; and

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- Work independently, use sound judgement and support the City of Surrey's core values in your everyday work.

The successful candidate will have the ability to:

- Establish and maintain effective working relationships with management and staff;
- Communicate effectively both orally and in writing;
- Use both analytical and critical thinking skills to proactively problem solve; and
- Exercise considerable independence of judgment and action on all aspects.

QUALIFICATIONS

To be considered for this exciting opportunity, you will possess the following minimum qualifications:

- A post-secondary education and a minimum of 5 years' experience of providing administrative services, as well as 3 years of experience leading a team of employees;
- Demonstrated leadership and supervisory skills, excellent organizational skills with a passion for stakeholder engagement;
- Exceptional budgetary and financial skills coupled with strong written and verbal communication;
- Possess a valid driver's license (preferred).

OTHER INFORMATION

- Pay Grade: M1
- Rate: \$90,689 - \$106,693
- This position requires completion of a Police Information Check.
- Successful applicants must provide proof of qualifications.

APPLY

If you are interested in this opportunity, please apply at <https://www.surrey.ca/careers>, Job ID 6960.

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