

# BUILD A CITY. BUILD A FUTURE.



*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***

## Enforcement Clerk 3

### Employment Status

Union - CUPE Local 402 – Temporary Full-Time (until Dec 2026)

### Scope

The Enforcement Clerk 3 (Evening Shift) is a key administrative role supporting the City of Surrey's extended bylaw enforcement operations. This position ensures seamless service delivery during late-evening hours by providing centralized complaint intake, triage, and coordination for enforcement activities.

Working from 4:30 PM to 3:00 AM (10.5-hour shift) and following a 4-on, 4-off shift pattern, the role bridges the gap between day operations and overnight enforcement, overlapping with daytime staff to ensure effective handover of files, service requests, and priority issues. The Enforcement Clerk 3 plays a critical role in prioritizing incoming complaints, supporting Community Patrol Officers (CPO 2), and maintaining operational continuity.

### Responsibilities

- Receive, log, and create complaint files across multiple channels, ensuring accurate entry and timely routing to appropriate enforcement staff.
- Assess and prioritize complaints based on urgency and established guidelines, escalating high-risk or time-sensitive issues to support effective field response.
- Monitor and action incoming emails and service requests, addressing outstanding items where possible and flagging priority matters for follow-up.
- Maintain accurate records, prepare shift summaries, and support reporting requirements to ensure clear handover to supervisors and daytime staff.
- Conduct initial screening of parking appeals, verify documentation, and assist in organizing files to support adjudication processes.
- Review and follow up on outstanding complaints, provide updates to complainants, and identify repeat or high-volume locations for escalation.
- Provide administrative support including roster coordination, file preparation, and compiling background information to assist enforcement staff and supervisors.

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## Qualifications

Qualified candidates will have:

- Completion of Grade 12 supplemented by several courses in office administration or other related courses.
- Minimum two years experience in an office environment
- Ability to type 40 WPM
- An equivalent combination of education and experience may be considered.

Preferred Qualifications:

- Several years of progressively responsible clerical or administrative experience, preferably in a municipal or enforcement environment
- Experience with complaint intake, file management systems, or service request tracking (e.g., Winchester, Gtechna, or similar systems).
- Experience supporting bylaw enforcement, public safety, or regulatory operations.
- Familiarity with municipal systems such as SAM or similar platforms.
- Experience handling sensitive or escalated customer concerns.

## Conditions of Employment

- This position requires completion of a Police Information Check
- Successful applicants must provide proof of qualifications

## Other Information

- The anticipated start date for this position will be mid-July 2026
- Shift times can vary so flexibility will be necessary based on operational need

Number of Job Openings: 4

Pay Steps	Hourly Rate
Step 1	\$32.26
Step 2 (6 Months)	\$32.89
Step 3 (18 Months)	\$33.77
Step 4 (30 Months)	\$34.25

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