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## Bylaw Officer

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| <b>DEPARTMENT:</b>       | <b>Community Services</b> | <b>STATUS:</b> | <b>Regular Full Time</b>                                                |
| <b>NO. OF POSITIONS:</b> | <b>Two</b>                | <b>UNION:</b>  | <b>CUPE, Local 387</b>                                                  |
| <b>HOURS OF WORK:</b>    | <b>35 hours/week</b>      | <b>SALARY:</b> | <b>\$43.67- \$51.49 per hour, plus a comprehensive benefits package</b> |

As a central hub in the Metro Vancouver area, the City of New Westminster delivers a broad spectrum of urban services to over 92,000 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.

We are seeking two skilled, community-focused professionals to join our Bylaw Services team. As a Bylaw Officer, you will balance education and enforcement to achieve compliance while supporting a vibrant, compassionate, and resilient city where everyone can thrive. Reporting to the Manager of Bylaw Services, you will apply your expertise in inspection, investigation, and regulatory processes to address a wide range of property use, tenant support, and municipal bylaw matters. This non-uniform position requires sound independent judgment, strong communication and interpersonal skills, and a collaborative, solutions-oriented approach to compliance and enforcement.

### Key responsibilities include:

- Investigating, assessing, and resolving complaints, inquiries, and enforcement matters related to municipal bylaws, including Unsightly Premises, Business Regulations and Licensing (Rental Units), Business Licensing, Zoning, Building, Noise and Construction Noise bylaws, as well as specific functional areas such as tenant support and safety, public works, environmental matters, and nuisance abatement.
- Conducting complaint-based and proactive inspections to ensure compliance with bylaw requirements.
- Providing support to the public, community groups, internal and external contacts, and partner agencies through relationship building, education, outreach, and training; providing guidance on applicable bylaws and regulatory requirements to promote voluntary compliance and ensure consistent understanding and application of regulations.
- Coordinating, collecting, and recording evidence for legal action, including preparing documentation for legal proceedings, developing strategies for handling unusual cases, and appearing in court as a witness for prosecutions, as required.
- Providing assistance with more complex investigations, including assisting with inspections, gathering evidence, acting as a witness, and performing administrative tasks, as required.
- Assisting other departments in the enforcement of regulations and bylaws.
- Administering the Bylaw Offence Notice Program/Municipal Ticketing Information Program, including issuing tickets, tracking outcomes, and supporting compliance.
- Drafting new bylaws and amendments to existing bylaws.
- Performing research and preparing a variety of related reports, including Council reports; presenting information at Council meetings.
- Performing related work as required.

**Requirements:**

- Completion of Grade 12, supplemented with courses related to the work and Bylaw Compliance, Enforcement, and Investigative Skills Level 1, plus sound experience in inspection and enforcement work; or an equivalent combination of training and experience.
- A post-secondary diploma or degree in a related field is considered an asset.
- Completion of courses related to the BC Building Code is considered an asset.
- Considerable knowledge of the bylaws and regulations related to the work.
- Ability to investigate complaints and enforce bylaws and regulations with tact, impartiality, firmness, and sound judgment.
- Ability to explain and interpret bylaws and regulations, and to maintain effective working relationships with a variety of internal and external contacts.
- Ability to coordinate bylaw enforcement operations; draft new and amended bylaws, schedules, policies, and procedures; and prepare reports, records, and correspondence related to the work.
- Ability to assess and identify threats to life and safety and to triage situations with sensitivity using established protocols.
- Ability to administer the Municipal Ticketing Program, to ensure the efficient operation of the ticket system and serving of summons, and to determine whether to pursue cases to prosecution.
- Sound knowledge of adjudication and court procedures, the admissibility of various types of evidence, and the ability to prepare and present evidence in adjudication hearings, court or similar formal hearings.
- Exceptional verbal and written communication skills.
- Excellent organizational skills and caseload management skills, and an ability to prioritize a high-volume caseload with complex files in an ever-changing environment.
- Experience working with vulnerable populations including individuals experiencing homelessness and/or those experiencing substance use disorders and/or mental health issues.
- Valid Driver's Licence for the Province of British Columbia.
- Ability to work non-standard hours, including evenings, weekends, and statutory holidays.
- Ability to pass and maintain a satisfactory Police Information Check – Vulnerable Sector.

**Apply online with your resume and cover letter in one document at [www.newwestcity.ca/employment](http://www.newwestcity.ca/employment) by Sept 15, 2026.**

We offer our employees great work-life balance, including competitive salaries, comprehensive health and wellness benefits and retirement plans (a percentage in lieu of benefits for auxiliary positions). We also offer a hybrid remote work schedule in accordance with our Remote Work Policy, opportunities for education and training, and engaging, rewarding work.

*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.*