



Bylaw Intake Administrator (Relief)

Job No: 26093 Location: Penticton

[Role Overview](#) [Application Form](#)

About the City of Penticton

Penticton is a vibrant, innovative waterfront city known for its commitment to sustainability, community well-being, and economic opportunity. With a strong focus on good governance, collaboration, and service excellence, the City is dedicated to enhancing the quality of life for residents, businesses, and visitors alike. As one of the most active development regions in British Columbia, Penticton features a diverse mix of large-scale and complex construction projects.

Penticton has been recognized as one of Canada's most livable cities, according to latest rankings by **The Globe and Mail**, ranked as the eighth most livable medium-sized city in Canada. Nationally, Penticton earned high marks for access to amenities (11th in Canada), #11 for midlife transitions and #11 for retirement, as well as #13 for young professionals. Penticton also placed within the top 20 in the categories of raising kids (#19), contributing to an overall ranking of 35th across Canada. Rooted in agriculture and surrounded by natural beauty, Penticton is known for its orchards, wineries, and craft breweries—making it one of Canada's top wine destinations. More than 100 years since its incorporation, Penticton continues to grow as a place to live, work, and play.

For more information, please visit our website at [penticton.ca/](https://www.penticton.ca/) (<https://www.penticton.ca/>).

For more information about life in Penticton, please visit [visitpenticton.com/](https://www.visitpenticton.com/) (<https://www.visitpenticton.com/>).

About the Opportunity

The City of Penticton is looking for a **Relief Bylaw Intake Administrator**, based in **Penticton, B.C.**

Reporting to the Bylaw Manager, the **Bylaw Intake Administrator** is the first point of contact for the majority of all bylaw complaints and responsible for a range of administrative duties related to the daily operations of the Bylaw Services Department. The Bylaw Intake Administrator requires outstanding customer service skills, is proficient at multi-tasking and communicates well to explain the rationalization of municipal bylaws.

Key Responsibilities

- Main duties involve the gathering of relevant information from a customer to prepare, enter a bylaw file and triage calls for service based on prioritization levels (i.e. Safety risk, Complainant history, Home owner history, referral to RCMP, EHS, FIRE).
- When applicable, provide an early compliance grace option to the bylaw violator. Assign files to an investigating Bylaw Enforcement Officer if non-compliant after early compliance grace option. The Bylaw Intake Administrator will communicate the status of the file to the complainant during and upon completion of the file, while maintaining discretion surrounding anonymity and confidential information.
- Dispatch all Calls for Service to Bylaw Enforcement Officers in the field using two-way radio communications
- Respond to front counter, phone calls, all public inquiries related to bylaws.
- Conduct regular officer safety checks to officers on duty in the field.
- Prepare administrative documents, notices, letters related to bylaw files.
- Handle payments for processing department initiatives (ie. Kindness meter). Ticket payments.
- Prepare statistical reports and tracking documents for monthly department operations.
- Intake bylaw ticket disputes and prepare disputant and Bylaw Enforcement Officer evidence packages for review by the Screening Officer/ Manager.

- Liaise with other city departments and outside agencies.
- Performs related work as required.

Required Knowledge, Skills and Abilities

- **Customer service:** Ability to gather information from complainants by phone, e mail, front counter-triage, prioritize calls for service based on severity, safety factors, history, etc. (approx. 6,000/year).
- **Communication:** Ability to effectively communicate internally with team members and City departments, and externally with our community on a variety of complex bylaw enforcement matters. Verbal and written communications skills are critical to success in this position.
- **Positive attitude:** Personality to promote a positive work environment, ability to meet challenges, handle pressure, and resolve problems while maintaining a respectful/professional rapport.
- **Technical/Administrative:** General office experience is required, computer skills to effectively initiate a call for service file, update, assign calls for service to Bylaw Enforcement Officers and provide any relevant data to complainants or Officers as requested. Assist Officers and Supervisor with department documents including preparation and updating of letters, reports, notices, forms, etc.
- **Relationship Building:** Develops positive working relationships with residents, and contacts throughout the community to facilitate resolution of bylaw complaints.
- **Local Government experience:** Familiarity with Municipal bylaws and knowledge of Criminal Code matters. Bylaw Enforcement Officer Authority and job duties to educate the public with bylaws, legislation, related penalties, policies and procedures etc.
- Exceptional time management skills and the ability to multi-task would be an asset. Working closely with the department supervisor to determine department priorities and initiatives.

Required Qualifications

- Completion of Senior Secondary School education supplemented by relevant Office Administration and/or Bylaw Enforcement courses.
- Minimum of one year experience in a Bylaw Services department or related enforcement field.
- Minimum of three years' experience dealing with the public, both on the phone and face-to-face counter work.
- Minimum of five years' experience in an Administrative/Clerk role, or combination of the above.
- Keyboarding speed of 60 wpm accompanied by a high degree of accuracy in data entry.
- Must obtain and maintain acceptable Criminal Record Check.

If no applications are received from fully qualified candidates, a candidate possessing some of the qualifications may be considered for a development opportunity position. The wage for a development opportunity may vary from the posted rate.

About the Benefits

Compensation based on skills and experience is an **hourly rate of \$33.30 - \$36.94 (Pay Grade 9, CUPE)**, along with a host of excellent benefits including:

- 15.5% in lieu of benefits, vacation, and statutory holidays.
- Free on-site parking
- Fleet vehicles provided for inspections and site visits
- Draws for tickets to local concerts, hockey games, and employee appreciation events
- Wellness initiatives and team-building activities
- A picturesque waterfront location with access to world-class outdoor recreation and a progressive, community-oriented work culture

At the City of Penticton, we recognize that great talent and great ideas come from a variety of backgrounds. Tapping into the diversity of our community makes us all stronger and allows us to serve Penticton even better.

That's why we welcome all applicants to consider joining our team. We encourage Indigenous persons, people of colour, all genders and expressions, 2SLGBT2QIA+, persons living with disabilities, and others who reflect our ever-changing workplace to apply. If you require any accommodations during the recruitment process, please let us know, we'd be happy to support you!

If your experience is close to what we're looking for, we would love a chance to talk about working with you. We welcome your cover letter and resume by **November 1, 2026**, and be sure to outline your availability to work in your application.

We thank all applicants for their interest, however, only those selected for further consideration will be contacted.

This position is only open to those legally entitled to work in Canada.

APPLY NOW

Life in Penticton

Nestled between two lakes, Penticton enjoys long, hot summers, dry winters and more than 2,000 hours of sunshine each year. We're located in the southern Okanagan Valley of British Columbia, which is easily accessed by major highways and airports.

We're known for our beaches, wine and orchards, not to mention a wide range of outdoor recreational activities. Hop on your bike to discover award-winning wineries and trails with stellar views. Shop at the bustling outdoor market, peruse art galleries or go skating at the modern Community Centre. Ski champagne powder slopes or take in a hockey game or concert at the South Okanagan Events Centre.

Penticton is located on the ancestral and unceded territory of the Syilx/Okanagan people. Its name, from the Interior Salish word snpintktn, is commonly translated as "a place to stay forever," or more accurately, "a place where people live year-round." It's the kind of place where people come to visit for the holidays – and never want to leave.



Global Television Ad - October 2018

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