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## Manager of Building and Bylaw Services Job Description

### Position Summary

The Manager of Building and Bylaw Services reports to the Director of Corporate Services, and is responsible for planning, organizing, coordinating, and directing the daily operation of Building Inspection and Bylaw Services, including supervising employees engaged in these functions.

The position is responsible for ensuring that building construction in Duncan meets the British Columbia Building Code and ensures equitable and effective bylaw enforcement throughout the community. This position is also responsible for providing advice and preparing reports for Council and making recommendations for new or amended bylaws, policies and procedures. This position is often involved in complex and highly sensitive decisions that may be the subject of Council, community, and media attention.

The manager is responsible for fostering a close working relationship between the Building Inspection and Bylaw Enforcement functions and the Planning and Engineering Departments to ensure a seamless and customer focused development and enforcement process consistent with the bylaws of the City.

### THE PRIMARY RESPONSIBILITIES OF THIS JOB ARE:

- Participate in the development and implementation of departmental goals, objectives, policies, and procedures.
- Determine staffing, equipment, and budgetary requirements of the department.
- Collaborate with the Director of Corporate Services to plan and control the budget of the Building Inspection and Bylaw Enforcement functions.
- Monitor expenditures to ensure that the functions are, and remain, within budget.
- Plan and oversee the implementation of the goals and objectives of Building Inspection and Bylaw Enforcement functions.
- Ensure that Bylaw Enforcement is conducted in accordance with the *Local Government Act, Community Charter*, all relevant provincial and federal legislation, and City bylaws and policies.
- Hire subordinate staff, conduct performance appraisals, identify training needs, and responsible for corrective measures.
- Mentor, assist, and direct staff to accomplish goals and objectives.
- Oversee and, when necessary, perform building inspections on a wide range of urban, and semi-urban and commercial developments in various stages of construction, alterations and/or repair.
- Ensure all building construction and development is in compliance with the BC Building Code, all relevant provincial and federal legislation, and City bylaws, development permit requirements, and policies.
- Ensure City and property owner compliance with the *Fire Services Act*, including ensuring the City's regular system of inspections are provided, monitored, and tracked.
- Ensure accurate records are maintained on all building inspections, fire inspections, and bylaw enforcement investigations.

- Ensure violation disputes are properly reviewed, interceded where possible, and referred to Adjudication as necessary.
- Oversee and, when necessary, perform Bylaw Enforcement Officer duties.
- Ensure compliance with legislative requirements and develop and implement changes to existing administrative policies and procedures to address departmental improvements.
- Ensure compliance with legislative requirements and recommend changes to bylaws and Council policies to address issues in the community.
- Work collaboratively with other departments – particularly the Planning Department and Engineering Department – to respond to property and development enquiries and otherwise ensure the effective management of cross departmental issues.
- Act as staff liaison or chair for committees involved in community safety issues.
- Make presentations to, or attend, Committee or Council meetings as required.
- Oversee contractors and consultants for the construction, repair, and renovation of municipal buildings.
- Provide Mayor and Council with information on matters concerning community safety and responds to public complainants on behalf of the City.
- Handle confidential and sensitive information for both in-camera and private meetings in accordance with City policies and provincial legislation.
- Liaise with government agencies, other local governments, Fire Department, and RCMP on community safety and enforcement matters.
- Undertakes additional assignments and duties as requested by the Chief Administrative Officer or Director of Corporate Services.

#### **QUALIFICATIONS; EDUCATION/TRAINING:**

- Extensive experience, 8 to 10 years, in Building Inspection and/or Bylaw Enforcement.
- Management experience in local government is an asset, with preference given to BC experience.
- Post-secondary degree in a related discipline, or a combination of related training and equivalent experience.
- Level 3 Building Official certification from the Building Officials' Association of BC (BOABC).
- Possession of a Class 5 BC Driver's Licence with safe driving history.
- Satisfactory criminal record check.
- Level 2 Plumbing Officials' Association of BC (POABC) Plumbing Officials certification would be an asset.
- Certification in bylaw compliance, enforcement, and investigative skills would be an asset.
- Local Government Public Administration Certification would be an asset.

#### **REQUIRED SKILLS, KNOWLEDGE AND ABILITIES:**

- Ability to build relationships, support, coach, and lead a team in a unionized environment.
- Ability to lead the development, formulation, and administration of policies and programs to ensure the operational objectives of the department are met.
- Knowledge of the BC Building Code, the *BC Building Act*, related standards, codes.
- Knowledge of the application of local government bylaws, including Zoning Bylaws, Official Community Plans, Building Regulations Bylaw, Municipal Ticketing Information Bylaw, Bylaw Offence Notice Enforcement Bylaw, and enforcement legal proceedings.
- Ability to interpret, advise, and provide guidance to Council, senior staff, and other departments on a variety of technical matters, drawings, specifications, standards, and regulations.

- Interpersonal and conflict resolution skills to deal tactfully and firmly with the public, especially in volatile situations.
- Exceptional written and verbal communication skills when communicating with members of Council, other staff, contractors, stakeholders, and members of the public.
- Ability to define problems and solutions, analyze and evaluate data, and prepare comprehensive reports on complex technical matters for non-technical audiences.
- Proficient in operating personal computers and Microsoft Office software.
- Ability to exercise sound judgement, build close working relationships, and facilitate collaboration with stakeholders, local governments, First Nations, business representatives, and members of the public.
- Ability to represent the City's best interests in matters that may appear before the Courts.
- Ability to maintain a high level of integrity, confidentiality, and accountability.
- Excellent analytical, organizational, time management, problem solving, and decision-making skills to effectively handle a variety of competing tasks and priorities with minimal supervision.

**THIS POSITION SUPERVISES THE FOLLOWING POSITIONS:**

- One part-time Building Inspector
- One part-time Bylaw Enforcement Supervisor
- 6 + FTE Union Streets and Parks Patrollers
- Contract security patrollers
- Project consultants.