



Manager of Permits, Licensing and Bylaw Services

Employer: Village of Cumberland

Location: Cumberland, BC, Canada

Type: Permanent Full Time

Hours Per Week: 35 hours per week

Reporting To: Director of Development and Bylaw Services

Position Type: Exempt

Salary: \$80,000 to \$95,000



Are you a collaborative leader who values respect, inclusion, and community engagement? Do you excel in creating balanced solutions and fostering compliance in a supportive and professional manner? Join the Village of Cumberland as the **Manager of Permits, Licensing, and Bylaw Services**, where you will oversee key municipal processes and lead a team dedicated to providing exceptional service. In this role, you will contribute to the Village's well-being by ensuring bylaw compliance, guiding permitting and licensing processes, and building positive relationships with residents and stakeholders.

About The Role:

Reporting to the Director of Development and Bylaw Services, this position oversees Bylaw Services and permit and licensing processes.

Key responsibilities include:

- Lead, mentor and support the bylaw officers in inspections and investigations.
- Ensure that bylaw enforcement activities align with the department's core values and the Village's Bylaw Compliance Policy.
- Manage business license applications and municipal permits.
- Oversee and manage building inspection services for the Village.

What we Offer

- A collaborative and supportive work environment that values work-life balance.
- Opportunities for professional growth and impactful contributions to the community.
- A chance to make a positive difference in a vibrant and engaged community.
- If relocating to Cumberland, the Village may be able to offer market-rate rental accommodation for the successful candidate.



About Cumberland

Nestled in the mountains of the beautiful Comox Valley on Vancouver Island, the Village of Cumberland offers a unique blend of natural beauty, cultural richness, and outdoor adventure. The Village is a progressive municipality known for its proximity to outstanding outdoor recreation, a thriving food and beverage scene, and world class arts and music. The community boasts an internationally recognized trail network, lakes, streams, and a mature rainforest. Saltwater beaches and Mount Washington Alpine Resort are just a short drive away.

Qualifications

The ideal candidate will possess:

- Strong knowledge of municipal bylaws, legislation, and trauma-informed practices.
- Excellent communication and interpersonal skills.
- Strong conflict resolution, negotiation and mediation skills.
- Strategic thinking with the ability to manage resources, prioritize issues and make informed decisions.
- Strong leadership and team management experience, with a focus on mentorship and professional development of staff.
- A degree or diploma in criminology, or social sciences.
- Five years of job-related work experience in local government or law enforcement.
- Two years experience in a supervisory role, preferably in a unionized environment.
- Familiarity with Rules of Evidence

Licensing and Assessment Criteria

- Class 5 driver's license
- Criminal record check
- Psychometric Assessment

How to Apply

Please submit your resume and cover letter to hr@cumberland.ca by 4:00 pm February 20th, 2025.

This position will remain open until February 20th however, applications will be reviewed as they are received, and interviews may be scheduled before the closing date.





JOB DESCRIPTION

Manager of Permits, Licensing and Bylaw Services

Job Title: Manager of Permits, Licensing and Bylaw Services	Department: Development and Bylaw Services	Supervisor's Title: Director of Development and Bylaw Services
Classification: Full-time Permanent Exempt		Date: January 2025

POSITION SUMMARY

The Village of Cumberland's Manager of Permits, Licensing, and Bylaw Services (the "Manager") oversees the permit and licensing processes, including Bylaw Services. The Manager ensures that all actions taken by Bylaw Officers are in accordance with the Bylaw Compliance Policy. This role requires strong leadership to manage staff, direct enforcement efforts, and engage with the community in facilitating compliance with the Village's bylaws. The Manager ensures that all enforcement activities align with the department's core values of respect, inclusion, collaboration, and leadership in customer communications.

The Manager is responsible for interpreting and explaining bylaws to external customers, including business owners and other stakeholders. This role involves issuing business licenses, approving suspensions or cancellations for non-compliance, and preparing documentation for legal proceedings. Additionally, the Manager assists with business inquiries, supports inspections of premises, and investigates complaints. The Manager also oversees the building permit processes, ensuring accurate processing of applications and maintaining oversight of administration and contracted services for building inspections. New permit processes implemented by Council, such as tree-cutting permits, may be overseen by this department in the future.

The Manager will develop and conduct public education and awareness programs for community members, business owners and staff to promote an understanding of the Village's bylaws.

A balanced approach, rooted in trauma-informed principles, respect, inclusion, and collaboration are required in all job functions of this role.

CORE COMPETENCIES REQUIRED FOR THIS ROLE

- Strong knowledge of municipal bylaws, legislation, and trauma-informed practices.
- Excellent communication and interpersonal skills, with the ability to build trust and engage with diverse community members.
- Strong conflict resolution, negotiation, and mediation skills.

- Strategic thinker with the ability to manage resources, prioritize issues, and make informed decisions.
- Strong leadership and team management experience, with a focus on mentorship and professional development of staff.
- Experience with data analysis and reporting.
- Proficient in computer systems.

KEY RESPONSIBILITIES

- Applies legal processes for progressive bylaw enforcement in a way that upholds dignity and respect for all parties, encouraging voluntary compliance.
- Lead, mentor, and support the Bylaw Officers in inspections and investigations.
- Provides on road supervision guidance, and training to bylaw officers as necessary.
- Process unusual, sensitive and contentious bylaw files.
- Assigns, oversees and evaluates the work of Bylaw Officers; providing coaching and guidance to ensure compliance with bylaws, policies and regulations in alignment with the Village's Bylaw Compliance Policy.
- Monitors enforcement practices for efficiencies and makes recommendations to senior management on patterns and trends in violations to refine bylaw compliance policies and improve levels of service.
- Develops standard operating procedures for efficient operations while ensuring a safe working environment and compliance with safety policies, procedures and regulations.
- Investigate unsafe and/or insecure situations reported by the Bylaw Officers that may arise from time to time.
- Respond to customer escalations and partner with senior management on more complex and potentially difficult files.
- In the absence of Bylaw Officers, investigate and respond to bylaw complaints and violations in alignment with Village of Cumberland policies, including prioritization based on resources and community priorities as outlined in the Bylaw Compliance Policy.
- Conduct dangerous dog investigations.
- Manage business license applications, ensuring that businesses meet all regulatory requirements before licenses are issued or renewed.
- Review all business license applications to ensure compliance with bylaws and regulations prior to issuance of the license.
- Oversee the building permitting service, ensuring accurate processing of permits and applications.
- Oversee and manage the department administrative staff and the contractor who provides building inspection services for the Village.
- Ensure all division records are maintained in accordance with the Freedom of Information and Protection of Privacy Act ("FOIPPA") Conduct studies and prepare reports on bylaw and business licensing matters.

- Liaise with external enforcement agencies, such as the RCMP or environmental authorities, when there are serious violations involving public safety or environmental concerns.
- With approval of the Director of Development and Bylaw Services, initiate court proceedings, present evidence and give testimony in court as required.
- Reviews and provides input on proposed bylaw amendments, new bylaws or information documents in response to changing priorities and public safety issues. Reviews and coordinates equipment delegation, uniforms, maintenance for vehicles, etc.
- Maintains a fair and orderly vacation plan and attendance record for bylaw enforcement officers.
- Provides feedback to the Director of Development and Bylaw Services on new hire performance metrics and competency in the field.
- Participates in human resources functions including but not limited to interviews and labour relations investigations.
- Liaises with staff, community groups and organizations as the municipal contact for bylaw matters.
- Perform other supervisory duties as assigned and/or delegated.

GENERAL DEPARTMENT RESPONSIBILITIES

- Ensures compliance with all Village policies, bylaws, agreements, contracts, and external regulations.
- Provides input on modifications or improvements to policies, procedures, and practices to improve the functioning of the Department; and provides input to written work procedures as required.
- Carries out safe work practices and adheres to safety and other work-related regulations; reports unsafe and/or insecure situations that may arise from time to time; and implements emergency procedures as directed.

QUALIFICATION REQUIREMENTS

- A degree or diploma in criminology, or social sciences
- Minimum five (5) years of job-related work experience inclusive of field inspections in local government or law enforcement.
- Two (2) years experience in a supervisory role preferably managing in a unionized environment.
- An equivalent combination of education and experience may be considered.
- The successful candidate will have knowledge of the application of local government bylaws, including animal control regulations.

REQUIRED LICENCES, CERTIFICATES, AND ASSOCIATION MEMBERSHIPS:

- Valid British Columbia Class 5 Drivers License.
- Current criminal record clearance