

## Residential Living Compliance Supervisor Job Number: 31032

The Development Services Branch is looking for a Residential Living Compliance Supervisor who can deliver highly complex and advanced technical planning services. In this role you will be supervising Planning Technicians and reporting directly to our Senior Planner. The successful incumbent requires excellent conflict resolution skills and an aptitude to work with various stakeholders, including internal City departments, external agencies, Councillors and residents. The role of this position is to promote safe and livable residential development through ensuring compliance with the Edmonton Zoning Bylaw and Municipal Government Act (MGA).

As the Residential Living Compliance Supervisor, your specific duties include:

- Train, supervise and provide technical advice and instructions regarding legislation, policy and procedures to the enforcement or residential compliance team and support staff
- Effectively organize, prioritize, and delegate a high volume of complaints to appropriate staff based on the impact on public safety and quality of life for citizens/stakeholders
- Conduct site investigations and provide decisions that require a higher level of discretion, conflict resolution skills, professionalism and diplomacy related to sensitive political issues and public safety
- Evolve the policies and procedures of the Development Compliance and Inquires unit to reflect the ever-changing needs of the City and the growth of the unit
- Organize, lead and participate in meetings with owners, consultants, Councillors and other Administration related to enforcement action and other development approval decisions
- Provide written and verbal responses to City Administration, Council, Development Industry and the general public
- Provide instructions for other City Services and referring customers as required to the appropriate departments for additional information
- Review and render decisions on more complex development compliance enforcement files
- Issue written or verbal warnings for non-compliance through an Order, Ticket, or / or a Violation Notice
- Attend Subdivision and Development Appeal Board Hearings and Court to provide accurate accounts of evidence from the investigations and justifying development permit decisions

### Qualifications:

- 2 year Diploma in Urban and Regional Planning, Landscaping, Architecture, Municipal Enforcement, Planning Law or a related field from a recognized Post Secondary Institute
- 7 years of experience in a combination of Planning and Enforcement, including a minimum of 2 years of supervisory experience directly related to Planning and Enforcement
- Ability to lead and develop a high performing team through coaching and mentoring
- Extensive working knowledge of Development Compliance procedures, Municipal Government Act, Bylaws (preferably Edmonton Zoning Bylaw, Edmonton Business Licence Bylaw, Edmonton Enforcement Bylaw), statutory regulations, area structure plans, neighbourhood structure plans, area redevelopment plans, and policies and guidelines related to enforcement practices and issuing provincial and municipal tickets
- Knowledge/experience of planning terminology, practices, procedures, and standards and work methods applied within a planning environment
- Knowledge of regulatory, advisory, and other legislative bodies related to enforcement and land use planning and associated policies, procedures, and regulations
- Demonstrated ability to interpret and read blueprint layout plans, landscape plans, survey plans and real property reports
- Effective conflict resolution and investigative skills to resolve difficult situations and deal effectively with sensitive issues on a continuous basis
- Proficiency and accuracy in Google Applications
- Adept in the use of software applications with an emphasis on POSSE, CORES and SPIN II
- Strong verbal and written communication skills including public speaking, report writing, letter composition, stakeholder and court presentations
- Ability to exercise sound judgment, discretion, professionalism and diplomacy in dealing with the public
- Excellent organizational skills
- Demonstrated ability to work with tight deadlines and ability to multitask and prioritize
- Ability to review, delegate and coordinate the work of others
- Valid Alberta Class 5 driver's licence (or provincial equivalent). Obtaining and maintaining a City Driver's permit is a requirement of this position
- Hire is dependent upon a Police Information Check satisfactory to the City of Edmonton

***We are an equal opportunity employer.  
We welcome diversity and encourage applications from all qualified individuals.***

*Up to 1 Permanent full time position*

**Hours of Work:** 33.75 hours per week

**Salary:** \$44,511 - \$56,244 (Hourly); \$78,417.250 - \$99,087.870 (Annually)

**Recruitment Consultant:** SH/MZ

**Classification Title:** Planning Enforcement Technician

**Posting Date:** Nov 14, 2017

**Closing Date:** Nov 28, 2017 11:59:00 PM (MST)

**Number of Openings (up to):** 1 - Permanent Full-time

**Union :** CSU 52

**Department:** Development and Zoning Services (Urban Form and Corporate Strategic Development)

**Work Location(s):** 5th Floor Edmonton Tower, 10111 104 Avenue Edmonton T5J 0J4



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