



THE CORPORATION OF THE CITY OF NORTH VANCOUVER
MANAGER, CLIENT AND PROCESSING SERVICES
Regular Full Time

The City of North Vancouver is the urban core of the beautiful North Shore and has a long-term vision to be “The Healthiest Small City in the World”, with five key priorities to be a City for People, a Resilient City, a Vibrant City, a Connected City and a Prosperous City.

The City of North Vancouver’s Planning and Development Department has an exciting opportunity for a regular full time Manager, Client and Processing Services. We are looking for a results-oriented professional responsible for the leadership and delivery of development, implementation and evaluation of time and regulatory critical process management across a wide array of city-building activities. This position will be responsible for managing a team of administrative staff within the Planning and Development Department including staff operating the main reception desk for City Hall. The successful incumbent will be accountable for public satisfaction and service level for multiple City Divisions, overseeing both non-technical and technical application administration, application submission completeness checks, issuing selected permits/authorizations, taking payments and scheduling inspections activities.

Additional duties and responsibilities include: recruiting, assigning, reviewing, coaching and evaluating the work of staff; providing guidance and direction to staff at critical decision points; participating in labour and employee relations matters; developing service delivery improvements to the City's business, development and construction administration process and planning review processes; monitoring key performance indicators (KPIs) to maintain application throughput for all application types and trades permits (electrical, gas and plumbing); internal process review, improvement and maintenance and identifying bottlenecks, trends, emerging process issues and addressing same.

The successful incumbent will have a strong understanding of all facets of City building approvals from pre-construction through to asset delivery, proven leadership skills and staff management experience, superior interpersonal and customer service skills, political acumen and a track record of working effectively in a public oriented and collaborative working environment. This position will exercise considerable independent judgement in dealing with applicants, agents and the general public regarding applications that are in the review process. Performs related work as required.

A Bachelor’s degree in a related discipline (e.g. Planning, Engineering, Construction Management or Public Administration) supported by courses in Local Government Administration and considerable experience with municipal land and economic development processes or an equivalent combination of training and experience is required. Formal training in change management, data analysis and/or information technology is considered an asset. Experience with MS Office is required.

During the recruitment process, applicants will be requested to provide a current Police Information Check (PIC).

We offer an attractive remuneration and benefits package for this exempt position, including a compressed work schedule. The salary range is \$108,804 - \$126,840 annually (2024 rates).

If you are passionate about making the City of North Vancouver an even greater place to live, work and play, apply online through the Career Portal at www.cnv.org by **Friday, April 5, 2024**. Thank you for your interest in the City of North Vancouver.

We respectfully acknowledge that we live and work on the traditional and unceded territories of the Skw̓x̓ wú7mesh (Squamish) and Saɫ ilwataɫ (Tsleil-Waututh) Nations. The City of North Vancouver is committed to Reconciliation with these Nations, who have lived on these lands since time immemorial.

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