
TOWN OF CRESTON
MANAGER OF BUILDING & BYLAW SERVICES

Job Title: Manager of Building & Bylaw Services	Department: Building & Bylaw Services	Division: Community Services
Classification: Exempt	Supervisor's Title: Director of Community Services	Date: September 2026

JOB SUMMARY:

The Manager of Building & Bylaw Services is responsible for a wide range of responsibilities in leading a modern municipal department by providing services related to building inspection and bylaw processes.

The Manager of Building & Bylaw Services acts as an advisor to the Director of Community Services on regulatory, legislative, municipal policy and procedural matters in the provision of building and bylaw services. This position functions primarily in an operational and administrative capacity through implementation and enforcement of the municipal building bylaw and BC Building Code standards. The position provides administrative and supervisory oversight to bylaw enforcement and compliance activities.

The Manager of Building & Bylaw Services must have post-secondary education in building safety and regulatory / code compliance, or other related fields and have progressive experience in a management role, preferably in regulatory compliance. The ability to exercise sound technical judgement in ensuring the compliance with, and the interpretation and application of relevant bylaws, codes and regulations while being tactful, firm, courteous and diplomatic in dealing with the internal and external partners is essential.

IMMEDIATE SUPERVISOR:

Director of Community Services or designate.



238 10th Avenue North
PO BOX 1339
CRESTON BC V0B 1G0

PHONE 250.428.2214
FAX 250.428.9164
info@creston.ca

WEBSITES:
CRESTON.CA
LETSTALK.CRESTON.CA

JOB RESPONSIBILITIES:

Department Leadership and Planning

- Oversee daily Building and Bylaw Services operations, including planning, administration, service review, and compliance with safety, regulatory, and municipal policy requirements.
- Lead the development and implementation of departmental goals, policies, priorities, and service standards for building permits, inspections, and Public Safety Compliance.
- Establish service and staffing levels, evaluate service delivery, and allocate resources in accordance with Council direction and municipal policy.

Budget and Resource Management

- Prepare and monitor the annual Building and Bylaw Services budget, including asset management, operations, capital programs, grants, subsidies, and funding requirements.

Staff Leadership and Operational Support

- Plan, direct, and coordinate the work of the Public Safety Compliance staff, including work planning, project assignments, daily operations, process review, and issue resolution.
- Monitor workloads, reporting relationships, and administrative systems and identify improvements.
- Support required staff training and certification.
- Coordinate, train, schedule, and mentor staff; provide input into hiring and performance feedback, keeping the Director informed as part of the Community Services team.

Council, Committee, and Intergovernmental Relations

- Attend Council and Council Committee meetings, as required.
- Prepare and present reports, correspondence, and materials to Council on building inspection and Public Safety Compliance activities.
- Liaise with the Regional District of Central Kootenay, neighbouring municipalities, senior government officials, and local or regional committees as required.

Partner Service, Communication, and Issue Resolution

- Ensure a high standard of service to internal and external partners, including Council, departments, municipal staff, government agencies, businesses, and the public.
- Provide information, technical advice, and options on matters related to the BC Building and Plumbing Codes.
- Respond to and resolve complex inquiries and complaints from the public and public agencies.
- Clarify departmental programs, policies, and activities, and help resolve sensitive or complex issues.

Building Inspection, Permitting, and Code Compliance

- Conduct building plan reviews, inspections, and permit application analysis to ensure compliance with the Town of Creston Building Bylaw and BC Building and Plumbing Codes.
- Issue stop work orders, no-occupancy notices, final inspections, and occupancy permits, as needed.
- Review, approve, and issue building, plumbing, and related permits.
- Investigate alleged municipal bylaw infractions and direct corrective action to protect public health and safety.

Bylaw Enforcement, Compliance, Review, and Policy Support

- Provide strategic leadership and oversight of municipal bylaw compliance and enforcement programs.
- Provide direction, guidance and support to the Public Safety Compliance Officer.
- Ensure the consistent, fair, and effective administration and enforcement of municipal bylaws.
- Coordinate with the Director of Corporate Services on bylaw dispute resolution and adjudication processes.
- Oversee the investigation and resolution of complex complaints, compliance issues, and enforcement matters, ensuring enforcement actions are legally defensible and consistent with municipal policies and legislative requirements.
- Direct the development and implementation of compliance strategies, enforcement policies, and standard operating procedures.
- Collaborate with internal departments, external agencies, legal counsel, and provincial authorities to address regulatory and compliance matters as needed.
- Ensure municipal bylaws are reviewed and updated to reflect municipal and provincial legislative changes.

- Promote a proactive and education-based approach to compliance that balances enforcement, customer service, community expectations, and Council priorities.

Records, Professional Development, and Emergency Response

- Maintain records in accordance with Town of Creston records management priorities and policies.
- Participate in professional groups and stay current on trends, practices, and innovations in Building and Bylaw Services.
- Participate in the Town of Creston's Emergency Operations Centre, as required.

Other Duties

- Perform other related duties similar in nature and scope, as directed.

JOB REQUIRED QUALIFICATIONS:

- Degree or diploma in Building Technology, Engineering, Construction Management, Architectural, or related building science from a recognized Technical Institute. Equivalent combinations of education and experience may be considered.
- Minimum Level 2 certification with the Building Officials' Association of BC (BOABC)
- Level 1 certification with the Plumbing Officials Association of BC (POABC)
- Minimum of five (5) years of progressively responsible experience in building services, bylaw enforcement, municipal operations, or regulatory administration.
- Minimum of three (3) years of supervisory or management experience working in a local government setting or relevant combined experience in similar work environment.
- Valid BC Driver's License, Class 5.
- Satisfactory police information check and clean driver's abstract.

PREFERRED QUALIFICATIONS:

- Bachelor or Masters degree in a related field.
- Level 3 Building Official certification or eligibility with the BOABC.
- Certification in local government bylaw enforcement or related regulatory compliance programs.
- Experience working within a BC local government environment.

- Working knowledge of the BC Energy Step Code, accessibility requirements, and emerging building performance standards.

SKILLS AND ABILITIES:

- Extensive knowledge of the *BC Building Code*, *Building Act* legislation, and associated regulations governing building construction, health, safety, accessibility and occupancy requirements.
- Thorough understanding of the *Local Government Act*, *Community Charter*, and related municipal legislation applicable to building regulation, land use, and bylaw enforcement.
- Comprehensive knowledge of municipal bylaws, including zoning, property maintenance, business licensing, sign regulation, parking, nuisance, and animal control bylaws.
- Strong understanding of building design, construction methods, structural systems, fire and life-safety principles, and inspection practices.
- Knowledge of development application and approval processes, including subdivision, development permits, rezoning, and related municipal approvals.
- Demonstrated leadership, team building, and conflict resolution skills.
- Excellent decision making and problem-solving abilities.
- Excellent interpersonal, communication, negotiation and mediation skills.
- Strong organizational skills and self-motivation.
- Ability to work independently while effectively managing priorities, time and staff.
- Excellent written communication, report writing and research skills.
- Skilled with Microsoft Office Suite including Word, Excel, Outlook and PowerPoint, as well as with electronic permit inspection and tracking applications.

GENERAL WORK EXPECTATIONS & CONDITIONS

- Normal work week is 35 hours per week.
- Attend regularly scheduled evening meetings, as required.
- Job involves mental and visual concentration.
- May be subject to inclement weather during the discharge of responsibilities.

- Working locations are a combination of an office setting and outside work during inspections or investigations.
- Sufficient physical ability to work in both an office setting and in a field inspection capacity.
- See in the normal visual range with or without correction; vision sufficient to read computer screens and printed documents.
- Hear in the normal audio range with or without correction.