



NEW WESTMINSTER

Great City, Great Work, Great Future!

Business Licence Ambassador

DEPARTMENT:	Development Services	STATUS:	Full-Time
NO. OF POSITIONS:	One	UNION:	CUPE, Local 387
HOURS OF WORK:	35 hours per week*	SALARY:	\$61,361 to 72,245 annually (2019 rates) plus benefits package

The City of New Westminster has earned a proud reputation for civic leadership, service delivery and outstanding employee relations. We offer our employees great work-life balance; competitive salaries and benefit plans (including pension); education and training opportunities; and challenging and rewarding work.

The City of New Westminster is seeking a full time Business Licence Ambassador to join the Licensing & Integrated Services team. This service oriented position is responsible for assisting business licence applicants through the licensing process from the submission of their application to the issuance of their licence. This includes gathering facts and documentation regarding the proposed business; providing information and guidance regarding regulatory requirements and restrictions; making referrals to other agencies and government bodies involved in licensing; taking a leadership role in joint inspections with Fire and Building officials of various types of business premises; following up with departmental stakeholders in the review process.

This position requires the exercise of considerable independent judgment and action, as well as diplomacy, within policy and bylaw limits. You will assist in the annual renewal of all business licences and provide other administrative support as necessary for the licensing functions. You will also assist in the development of business licensing processes, collection and analysis of a variety of business related data, and preparation of related correspondence and reports for applicants and senior management including providing recommendations to the Manager, Licensing and Integrated Services. You will be responsible for building and managing a relationship with the businesses community in New Westminster.

Requirements include:

- Completion of Grade 12 supplemented with college level courses with a business focus plus sound experience in inspection and enforcement work; or an equivalent combination of training and experience.
- Considerable knowledge of municipal, provincial and federal regulations as they relate to business licensing and operation.
- Knowledge of Building Code and Fire Code would be considered an asset.
- Experience in and/ or knowledge of business operations, particularly for small businesses, would be considered an asset.
- Ability to explain and interpret bylaws and regulations, to liaise with a variety of internal and external contacts.
- Ability to employ service excellence principles while being respectfully firm.
- Ability to exercise discretion, good judgement, and problem solving skills, as well as to identify potential issues and propose solutions in advance.
- Ability to prioritize tasks, organize and manage time, and coordinate with other staff and management.
- Knowledge of general computer use. Knowledge of Tempest would be considered an asset.
- Skill in collecting information recording findings and good file management.
- Exceptional written communication skills with attention to accuracy and detail.

**This position participates in a Compressed Work Week Program.*

City Hall hours of operation are Monday, 8am to 7pm, and Tuesday to Friday, 8am to 5pm.

The successful candidate will be scheduled on Mondays from 10:30am to 7pm on a rotational basis.

Apply by sending your resume quoting **competition #20-23 by March 27, 2020** to the Human Resources Department, City of New Westminster, 511 Royal Avenue, New Westminster, BC V3L 1H9, Fax: 604-527-4619 or e-mail to hr@newwestcity.ca.

The City of New Westminster welcomes diversity and encourages applications from all qualified individuals. We thank all applicants for their interest and advise that only those selected for an interview will be contacted. This position is only open to those legally entitled to work in Canada.