



Manager, Permitting Operations

Competition Number:	25/102
Posting Scope:	Internal / External
Posted Date:	May 29, 2025
Closing Date:	June 19, 2025, 4:30 PM PST
Department:	Planning and Development
Posting Type:	Continuous (Regular Full-Time)
Work schedule:	Monday to Friday (35 hour work week)
Salary:	Pay Band 5 (\$108,631.17 to \$127,801.04)
Job Code:	3282
Employee Group:	This is an Exempt position
Number of Vacancies:	1

WORK FROM HOME

The successful candidate for this posting may be eligible for participation in a hybrid, work from home arrangement in alignment with the City's Work from Home Policy. Such arrangements are determined with each employee and subject to change based on operational needs and policy direction.

FLEX

The successful candidate for this vacancy would participate in a modified work week, earning a flex day off each bi-weekly period by working additional time each day. Modified work weeks established in accordance with the CUPE Local 50 Collective Agreement and are subject to change.

Position Summary:

Reporting to the Assistant Director of Building and Inspection Services, the Manager, Permitting Operations leads permitting services, including development and upkeep of public facing information resources, application review processes, and inspection coordination. They focus on

efficient and accurate service, implement development related policies, and oversee operations of a team of staff providing building permitting services.

This role also involves continuous improvement of the application and review process, collaborating with other departments and agencies, and recommending changes to the Assistant Director of Building and Inspection Services.

The position will collaborate with external government agencies, related organizations, and internal City Departments, and requires strong communication, problem-solving, and relationship-building skills to ensure broader City objectives are achieved.

Major Accountabilities:

Leadership & Management:

- Provide clear direction and set expectations for staff.
- Define roles and responsibilities to ensure productivity and accountability.
- Provide feedback and coaching for staff development and performance improvement.

Continuous Improvement & Innovation:

- Implement and monitor building permit application processes for quality, efficiency, and accuracy.
- Ensure regulatory compliance and adherence to interdepartmental review processes.
- Identify and implement process improvements.
- Modernize and maintain systems, standards, and procedures.
- Optimize business tools and process guidelines.

Customer Service:

- Monitor and foster excellent customer service.
- Ensure high-quality guidance and support resources are available to applicants.
- Identify areas to enhance customer experience.
- Foster a problem-solving culture.
- Maintain communication standards through review of application comments.

Data Management:

- Manage and monitor building permit data systems for accurate reporting of development statistics.
- Use data to monitor City development processes, understand trends, report to Council, and fulfill provincial/federal reporting requirements.

External Liaison:

- Liaise with other government organizations, developers, and consultants on building applications and land use initiatives.
- Ensure City processes are aligned with industry needs and responsive to changes.

Qualifications:

- Architectural or Engineering Technologist diploma or equivalent in a related field. A degree in Architecture or Engineering and designation as a Professional Architect or Professional Engineer is considered an asset.
- BOABC Level III Building and Level II Plumbing Qualification. (6 months)
- 6 years progressively responsible leadership experience, preferably in a municipal government setting.

To apply for this opportunity, you will need to create an online profile or log back into our career portal at www.victoria.ca/jobs - only online submissions will be considered. All applications must be submitted online by 4:30 pm on the closing date noted on the posting. Please be prepared to provide proof of qualifications as outlined in your resume.

The City of Victoria is committed to integrating equity, diversity, inclusion, and accessibility into our programs, policies, spaces, and services. Our goal is to cultivate a diverse and inclusive workforce that reflects the community we serve and aim to become. Individuals who are Indigenous, racialized, immigrants, persons with disabilities, 2SLGBTQIA+, or facing any additional barriers are encouraged to apply. Accommodations will be available upon request throughout the application and selection process.

If you require assistance, please email us at careers@victoria.ca.