



MANAGER PLUMBING PERMIT SERVICES (PLANNING & DEVELOPMENT)

Regular Full-Time Exempt

About Us

One of BC's Top Employers, the City of Coquitlam offers meaningful career opportunities to make a difference within the local community. As the sixth largest city in BC, we are home to more than 150,000 residents. Our diverse municipality is a great place to work as it continues to grow through innovative urban design, inspiring arts, culture and recreation programs, and state-of-the-art transportation systems. Our brand is built on managing our resources in a responsible and sustainable manner, while supporting a vibrant, growing regional urban centre. We envision a bright future in Coquitlam that we hope includes you!

About You / What We Are Looking For

The City of Coquitlam is seeking a technically strong, collaborative, and service-oriented leader to join our Planning and Development Department as the Manager, Plumbing Permit Services. This role is ideal for an experienced plumbing and fire sprinkler regulatory professional who brings a strong balance of technical expertise, operational leadership, mentorship, and customer service excellence.

Reporting to the Director of Building Permits, this position oversees the day-to-day operations of the Plumbing Permit Services section, including plumbing and fire sprinkler inspections, plan reviews, service delivery standards, and regulatory compliance activities. The successful candidate will lead a high-performing team of experienced plumbing officials while helping guide the continued evolution and development of the section as new staff transition into the organization over time.

This role requires someone who can build credibility and trust quickly within a technically skilled team environment while also bringing a forward-thinking and solutions-oriented approach to leadership. You will play a key role in supporting operational consistency, staff development, customer service delivery, and continuous improvement initiatives related to inspection services, business operations, and performance measurement.

The ideal candidate will understand the importance of balancing regulatory requirements with practical service delivery and community expectations. You will be someone who values collaboration, demonstrates initiative, and is motivated by improving public service outcomes while fostering strong working relationships both internally and externally.

This is an excellent opportunity for a leader who wants to be part of a stable, progressive, and highly respected organization while contributing to one of Metro Vancouver's most well-regarded building permit teams.

Main Responsibilities

- Lead and oversee the daily operations of the Plumbing Permit Services section, including plumbing and fire sprinkler inspections, permit reviews, and regulatory compliance activities.
- Supervise, mentor, coach, and support a team of Plumbing Officials and associated staff engaged in inspections and plan review services.
- Assign and monitor inspection and plan review workloads to support operational efficiency and service delivery standards.
- Provide technical guidance and support to staff on complex plumbing, fire sprinkler, and regulatory matters.
- Monitor and support service delivery performance, including contributing to the development and tracking of operational KPIs and inspection-related metrics.
- Support operational improvements and continuous improvement initiatives related to inspection processes, plan review practices, and customer service delivery.
- Ensure consistent application and interpretation of provincial construction regulations, plumbing codes, fire sprinkler standards, City bylaws, policies, and procedures.
- Work collaboratively with contractors, developers, consultants, property owners, engineers, architects, and internal departments to resolve escalated issues and support effective project coordination.
- Participate in staff recruitment, onboarding, performance management, and workforce development initiatives.
- Contribute to policy development, process improvements, and recommendations related to regulatory and operational practices.

- Prepare reports, documentation, and supporting materials related to operational activities, service delivery, and regulatory matters.
- Participate as a member of the Building Permits leadership team and contribute to broader departmental and organizational initiatives.

Minimum Qualifications

- Minimum eight (8) years of experience within a building construction regulatory environment as a Plumbing Official, Building Official, or related regulatory professional.
- Red Seal Endorsement Plumber designation.
- Qualified Plumbing Level 2 under the Building Act, or qualification as an exempt person under the Building Act, Professional Engineer, or Registered Architect.
- Demonstrated leadership experience within a municipal, regulatory, inspection, or unionized environment.
- Experience supervising, mentoring, coaching, or developing technical staff.
- In-depth knowledge of plumbing systems, fire sprinkler systems, applicable construction regulations, municipal bylaws, and provincial legislation.
- Strong understanding of regulatory inspection processes, plan review practices, and customer service delivery within a public sector environment.
- Ability to interpret and apply technical codes, regulations, plans, and specifications with sound professional judgement.
- Strong communication, conflict resolution, relationship-building, and problem-solving skills.
- Valid Class 5 Driver's Licence for the Province of British Columbia.

Preferred Qualifications

- Experience leading operational or service delivery improvements within a municipal or regulatory environment.
- Experience working with inspection-related KPI development, service metrics, or operational reporting.
- Experience managing or leading teams through organizational transition, workforce development, or succession planning initiatives.
- Strong understanding of customer service delivery within a municipal regulatory environment.
- Experience working within a unionized environment.
- Municipal leadership experience within Building Permits, Plumbing Inspection, or Development Services functions.

The ideal candidate will be a technically credible and approachable leader who can build trust quickly, support team development, and foster a culture of accountability, collaboration, and service excellence. This individual will bring strong operational judgement, a proactive mindset, and the ability to navigate complex regulatory and stakeholder environments with professionalism and fairness. Success in this role will come from balancing technical expertise with leadership capability, relationship management, and a commitment to delivering high-quality public service.

Why Work With Us

- Join one of Metro Vancouver's most respected and high-performing municipal building permit teams.
- Work alongside an experienced, collaborative, and supportive leadership group.
- Play a key role in mentoring and developing the next generation of plumbing officials and inspectors.
- Be part of a stable and well-regarded organization recognized as one of BC's Top Employers.
- Contribute to meaningful operational improvements and modernization initiatives that directly impact service delivery to the community.
- Enjoy the opportunity to lead within a department that values teamwork, professionalism, innovation, and continuous improvement.
- Work in a growing and vibrant municipality that continues to invest in its people, infrastructure, and long-term community vision.
- Benefit from a strong organizational culture that encourages collaboration, accountability, and leadership development.



What We Offer:

This excluded position has an annual salary range of \$126,625 - \$142,435 (2025 Rates). The rate of pay is based on a variety of factors including qualifications, knowledge, experience and skills.

You will have the chance to join a rapidly growing and diverse team dedicated to supporting the local community, and be able to engage in variety of learning and development opportunities. Additionally, there is an opportunity to participate in an earned day off/flex day program. This position is based in Coquitlam with some flexible, hybrid work options available. The City offers an attractive vacation and extended benefits package, including the ability to contribute to the Municipal Pension Plan.

Accessibility / Equal Opportunity Employer

The City of Coquitlam is proud to be an Equal Opportunity Employer working towards enhancing equitable practices in our recruitment and retention processes. As an organization we are committed to creating an inclusive work environment to support our growing and diverse work force. To learn more about what equity, diversity, and inclusion means, and the City's efforts in support of these principles, please visit coquitlam.ca/edi for more information.

If at any time during the application or recruitment process you require additional assistance or an accommodation, please contact our team for confidential support. Staff can also provide in-person support if required.

Applicants under consideration may be required to undergo and submit an acceptable police information check.

Good people make Coquitlam great, sign up for career alerts through our recruitment portal to stay up to date about opportunities within our team, or follow us on [LinkedIn](#) to learn more about how #YouCouldWorkHere too!

Please apply online at www.coquitlam.ca/careers by 11:55 pm on June 10, 2026.

We thank all applicants for their interest; however, only those selected for an interview will be contacted.