

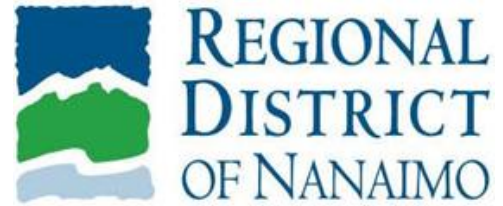
EMPLOYMENT OPPORTUNITY

Community Compliance Officer

Permanent Full-Time | External

Bylaw Services

Competition No.: 2026-1123



APPLICATION DETAILS

To apply for this position, send your cover letter and resume to rdncareers@rdn.bc.ca, clearly highlighting your education, experience, and qualifications relevant to the role. **Please quote 2026-1123 in the subject line of your email to ensure proper processing.**

***Applications will be accepted until:
4:00 pm, on September 30, 2026***

Date Posted: September 16, 2026

ELIGIBILITY LIST

This competition may establish an Eligibility List for the Community Compliance Officer position. The list may be used to fill future PFT Community Compliance Officer vacancies within Bylaw Services. For more information about eligibility lists, see Letter of Understanding #15.

CRIMINAL RECORD CHECK

A satisfactory Criminal Record Check is a condition of employment with the Regional District of Nanaimo.

We thank all applicants in advance for their interest; however, only those selected for further consideration will be contacted.

ABOUT THE ROLE

The Regional District of Nanaimo is seeking a permanent full-time Community Compliance Officer within Bylaw Services. The Community Compliance Officer is a key field staff member reporting to the Manager, Bylaw Services. This role supports Bylaw Enforcement Officers (BEOs) by providing field presence in Regional and Community Parks, completing compliance-oriented patrols, public education, documentation and coordinated follow-up with internal and external partners, and by assisting with bylaw-related inquiries and inspections as assigned.

QUALIFICATIONS

Qualifications include a High School Diploma or equivalent and two to three years of recent related experience in social work, community outreach, or bylaw compliance, including frontline work with unsheltered individuals and those experiencing mental health and substance use challenges. Completion of Trauma-Informed Practice training is required, along with Bylaw Compliance, Enforcement and Investigation Skills Level 1 course, or the ability to complete within six months of employment. A Certificate in Community Mental Health Work, Social Work, or a related field is considered an asset. An equivalent combination of education and experience may be considered. The successful candidate must also have a valid Class 5 Driver's Licence and Occupational First Aid Level 1 certification.

SKILLS & ABILITIES

Excellent interpersonal, written and verbal communication skills, conflict resolution and leadership skills, including ability to deal effectively with diverse groups and individuals and an ability to work in a team environment. Ability and comfort working with vulnerable populations. Knowledge of the principles of compliance and developing interagency relationships.

POSITION DETAILS

This is a permanent full-time (40 hours per week) Union position. The (2026) rate of pay is \$39.99 to \$42.09. The position offers an attractive benefits package as provided within the collective agreement between the Regional District of Nanaimo and the Canadian Union of Public Employees, Local 401. **Classification currently under review.*



www.rdn.bc.ca



rdncareers@rdn.bc.ca

Community Compliance Officer**Bylaw Services**Pay Band 10 / Schedule A (Under Review)

Job Summary

The Community Compliance Officer is a key field staff member reporting to the Manager, Bylaw Services. This role supports Bylaw Enforcement Officers (BEOs) by providing field presence in Regional and Community Parks, completing compliance-oriented patrols, public education, documentation and coordinated follow-up with internal and external partners, and by assisting with bylaw-related inquiries and inspections as assigned.

Responsibilities include preparing educational materials (handouts, information bulletins, warnings, etc.) to support bylaw compliance. The Community Compliance Officer conducts vehicle and foot patrols and responds to bylaw-related complaints in Regional and Community parks, focusing on education, de-escalation, safety and early compliance. The role supports the operation of Development and Emergency Services by coordinating interagency responses and assisting other departments—including Parks, Solid Waste, Fire, Emergency Services and Water Services—as required to meet departmental objectives.

Primary Duties and Responsibilities

- Reviews, adheres to, and supports the adherence to safe work procedures in the workplace and generally promotes a safe work environment.
- Conducts regular proactive safety patrols of Community and Regional Parks and as required, coordinates responses with parks staff, animal control officers and BEOs.
- Determines and coordinates the appropriate response for addressing Parks Use bylaw violations in Community and Regional Parks, taking into consideration the safety of staff and people in and around the area.
- Engages with people who are unhoused in Community and Regional Parks to set clear expectations, support compliance, and coordinate follow-up with community partners; reports progress to the Coordinated Response Working Group
- Identifies bylaw inquiries received from outside the service area or jurisdiction and coordinates referral processes with other agencies.
- Assists Bylaw Enforcement Officers with conducting site inspections related to building, land use, noise, unsightly, and hazardous properties.
- Coordinates appropriate responses for addressing solid waste violations while collaborating with BEOs and solid waste compliance staff.
- Determines and coordinates the appropriate response for addressing fire services regulations, including Burning Bylaw violations taking into consideration the safety of staff and people in and around the area.
- Prepares and issues educative information about bylaws, bylaw warnings, letters as required, tracking, recording and organizing file information and evidence.
- Liaises with community partners, animal control officers, and other RDN departments including emergency services, police and fire to implement collaborative responses to issues and gain compliance with RDN bylaws.

Job Description

- Maintains electronic filing system including written and photographic documentation from investigations, drafts correspondence to the public and other government agencies, and hand delivers notices as required.
- Handles volatile and unpredictable situations with confidence and professionalism, maintaining respectful interactions in cases involving mental health or substance use concerns while prioritizing worker safety.
- Builds and maintains collaborative relationships with organizations and service providers, including Indigenous partners, that support people in the community.
- Provides support to and participates in the RDN Emergency Program and Emergency Operations Centre (EOC) as required.
- Supports the team and Manager with projects, as required.
- Provides basic maintenance and cleanliness of work vehicle.
- Performs other related duties, as required.

Job Qualifications

Education/Experience

- High School Diploma or equivalent.
- Completion of Trauma Informed Practice training.
- Completion of or ability to obtain Bylaw Compliance, Enforcement, and Investigation Skills Level one within 6 months of employment.
- Two to three years recent related experience which includes social work, community outreach or bylaw compliance, working on the frontline with unsheltered individuals and those living with mental health and substance use issues.
- Occupational First Aid Level 1.
- Class 5 Driver's license.
- An equivalent combination of training and experience may be considered.
- Certificate in Community Mental Health Work, Social Work, or equivalent is considered an asset.
- Experience and training in Emergency Management is an asset.

Skills/Abilities

- Excellent interpersonal, written and verbal communication skills, conflict resolution and leadership skills, including ability to deal effectively with diverse groups and individuals and an ability to work in a team environment.
- Ability and comfort working with vulnerable populations.
- Ability to use sound judgement and decision-making capabilities in sometimes hostile environments.
- Knowledge of the principles of compliance and developing interagency relationships.
- Proficient in word processing, spreadsheet and database applications, as well as a variety of other computer applications. And the ability to quickly learn new software and data management.
- Exceptional note taking, file management, and report writing skills.
- Physical ability to carry out the duties of the position.
- Ability to work non-standard hours.

Job Description

Reporting Relationship

Reports to: Manager, Bylaw Services