



## Career Design

### Plumbing & Gas Safety Codes Officer

At Park, we're all about living our values - Respect, Diligence, Curiosity, being Solution-driven, and keeping things Happy & Fun. We're committed to our "Be Better" philosophy by understanding our clients' needs and delivering top-notch service, all while staying true to our promise of providing Inspections by People Who Care! That commitment starts with our team - because each and every person at Park plays an important part in bringing our vision to life.

#### Your Impact

Reporting to the Senior Plumbing & Gas Safety Codes Officer, the Plumbing & Gas Safety Codes Officer (P&G SCO) brings the *heat and flow know-how* to every inspection. Whether it's a fresh install or a retrofit, you're *tapped in* - keeping your eye on what's *in the pipeline* and ensuring every system meets code and protects the public.

You know that great service is all about *flow control* - moving permits forward, smoothing out hiccups, and partnering with municipalities, trades, and colleagues to help projects progress without compromising safety.

From gas lines to drainage design, you've mastered the *piping hot protocols* that keep homes and buildings safe and systems running smoothly. When things get *under pressure*, you stay steady - balancing enforcement with education, and delivering clear guidance that everyone can trust.

#### In the Pipeline

##### Inspections, Compliance & Investigations

- Conduct thorough inspections across residential, commercial, and industrial settings to ensure compliance with the Alberta Safety Codes Act, the National Plumbing Code of Canada - 2019 (NPC), and all other applicable codes and regulations.
- Impartially apply and enforce relevant codes and standards, issuing correction notices or approvals as needed to ensure public safety.
- Complete all inspection reports and documentation within timelines set by Alberta Safety Codes Authority (ASCA), Alberta Municipal Affairs (AMA), or the relevant municipality.
- Prepare and submit accurate inspection reports by the end of each workday.
- Investigate complaints related to non-permitted plumbing & gas work and prepare detailed reports or legal files if needed.
- When required, gather evidence and prepare legal files for prosecution - attending court proceedings as necessary.
- Remain current on the codes, acts, regulations, bylaws, manuals, and standards related to your role and know how to access the required information.



### Permit Integrity & Enforcement

- Assess permit applications, ensuring project designs meet all applicable code requirements before permits are approved and issued.
- Verify that the description of work aligns with the stated permit scope, resolving discrepancies with the Inspection Processor.
- Issue permit conditions and notices that clearly outline required corrections or compliance steps.
- Review large-scale project permits for completeness, specifying inspections needed across the project lifecycle.
- Follow up on notices and permit conditions to ensure deficiencies are corrected.
- Exercise authority to withhold, suspend, revoke, or extend P&G permits as required.
- Step in to halt unsafe, non-compliant, or potentially damaging municipal or contractual work.

### Stakeholder Support & Education

- Respond to inquiries about permits and P&G codes within 24 hours, offering accurate, timely, and respectful guidance.
- Provide expert advice to clients, tradespeople, contractors, and other stakeholders on compliance, safety, and best practices.
- Educate clients and stakeholders on code requirements, fostering trust and reinforcing Park's reputation for delivering an excellent client experience.

### Technical Tools & Administration

- Use Park's permitting systems (eSITE), Synchroteam, email, and mobile devices to conduct plan reviews, carry out inspections, write reports, and manage documentation.
- Report mapping issues to the Inspection Processor and collaborate on Synchroteam updates.
- Submit mileage logs and timesheets per company processes.
- Forward unrelated or administrative inquiries to front-line staff to keep workflows efficient.

### Day-to-Day Magic

- Enforce codes and regulations with professionalism, while keeping client education and great service front and center.
- Keep communication flowing - share updates, concerns, and ideas for improvement with leadership and your team.
- Spot opportunities to make things work better company-wide, loop in a supervisor or leader to talk it through, then document and share the updates so everyone's on the same page.
- Stay on top of contractor and contract updates, and flag any service-related issues early.
- Be ready to jump in as needed - whether it's covering busy times, holidays, or sick days - we all pitch in where it counts!
- Join in and contribute during team meetings (your voice matters!).

## **Toolkit for Success**

### Role Essentials

- Proficiency in Google Suite, eSITE, and Synchroteam applications and the ability to learn and utilize new software.
- Extensive knowledge of the Alberta Safety Codes Act, the Permit Regulation (AR 204/2007), the National Plumbing Code of Canada - 2019 (NPC), Municipal Quality Management Plans (QMPs), the ASCA Service Reference Manual (SRM), the Service Delivery Standard (SDS), applicable municipal bylaws, and other trade-related regulations.
- Considerable knowledge of the standard methods, practices, materials, tools, and equipment used in the P&G trade.
- Customer-oriented and skilled at conveying technical concepts in a simple and professional manner to address diverse customer needs.
- Proficient in the use of a computer, tablet and smartphones for data entry, plan review, and communication with customers.
- Working knowledge of STANDATAs, notices, variances, codes, and standards.

### Everyday Excellence

- Ability to strike the right balance between enforcement and education - guide with grace.
- Exceptional written and verbal English communication and interpersonal skills with the ability to proactively and professionally interact with the colleagues and external stakeholders to provide an exceptional client experience.
- Strong decision-making instincts to navigate challenges and roadblocks, proactively identifying options and taking thoughtful action to move things forward.
- Ability to stay organized, work meticulously, and pay close attention to detail to achieve high-quality work and ensure client satisfaction.
- Sharp critical thinking capabilities to identify and address obstacles and challenges that may arise, proactively seeking solutions and implementing strategies to overcome them.
- Effective time management techniques and the ability to prioritize tasks and actions needed.
- Ability to remain composed under pressure and focus on practical, forward-thinking resolutions.
- Uncompromising discretion, demonstrating sound judgment in dealing with confidential dialogues and information.

## **Mindset & Attitude**

- Proactive, can-do approach to tackling challenges and supporting evolving business needs.
- Critical, solutions-focused mindset to processes and workflows, continuously seeking ways to improve and adapt them as the business evolves - documenting and sharing changes to promote clarity, alignment, and ongoing growth.
- Emotional intelligence and fitness, demonstrating empathy and fostering strong relationships with all stakeholders.



- Propensity to thrive in a dynamic environment by demonstrating flexibility in responsibilities, willingly stepping in to support various tasks and departments as needed.
- Positive, self-driven, and dependable, with a demonstrated ability to work independently and take initiative.
- Committed to team and organizational success with a growth-focused, visionary outlook.
- Open to change and innovation, with the flexibility to adapt to shifting priorities and processes.
- Receptive to feedback and committed to continuous improvement through humility, adaptability, and perseverance.
- Passionate about learning, mentoring, and growing within a collaborative team environment.

### **Relationships**

This role is all about connection - it involves daily interaction with Park colleagues and clients, as well as regular communication with external stakeholders like municipal contacts, tradespeople, and industry professionals. Building positive, productive relationships is key to keeping things running smoothly and supporting a healthy, collaborative work environment.

### **Safety First**

You are expected to wear required personal protective equipment (PPE) in accordance with legislation and Park Enterprises' policies, report unsafe conditions or actions immediately, and notify their supervisor of any accidents, incidents, or injuries. Each team member must take all reasonable precautions to protect their own safety and that of others.

### **Career Design**

Park backs its people. As we grow and level up, we're here to fuel your ambition, cheer you on, and help you build the kind of career you're proud of. Let's grow together.

### **Acknowledgement**

I've read and understood the details of this P&G SCO Career Design. I know that I'll have the support, mentorship, and coaching of the Leadership team, and I understand that fulfilling my role as outlined is important to my success at Park.