



Building Permit Administrator

Development Services

Position Summary

Reporting to the Manager, Plans & Permits, this position provides a variety of essential support services to the internal and external customers of the Building Division to ensure the execution of administrative and operational procedures and processes. Responsibilities include front line customer service and processing of building permit applications.

Major Job Responsibilities

Processes and provides administrative assistance to the Building Division

- Coordinates payment and administers the processing of all building permit and by-law permit applications, from initial customer contact to issuance of permit
- Issues all permits; co-ordinates all applicable fees including but not limited to permit fees, damage deposits, development charges and septic fees
- Assists in maintaining applicant handout information packages and in designing/updating new forms
- Prepares and maintains accurate records and reports of applications and associated approvals
- Processes all types of permit applications by researching and ensuring all internal and external conditions are met and co-ordinates and distributes applicable forms to other internal contacts for processing

Customer Service

- Interacts with internal and external customers by responding to building permit related inquiries and complaints in person, electronically and by telephone.
- Liaise with property owners, contractors, engineers, architects and other departments on matters related to permit status

Support to Finance/Planning & Development

- Facilitates staff inquiries on permit fee and development charge issues, verifying and relaying information as needed
- Reconciles Building and Zoning Divisions related fees
- Provides backup to other departmental Administrative Assistants (i.e., vacation, sick leave, etc.), to ensure administrative continuity

Education and Experience

- Diploma in Public Administration, Public Service or Business Administration; or other relevant post-secondary education
- Post-secondary diploma in Architectural or Engineering Technology discipline is preferred
- Minimum 2 years related experience in a municipal environment within a Building/Planning Division is preferred
- Demonstrate a strong ability to read construction drawings
- Proficiency in the Microsoft Office Suite of products, including Outlook, Word, Powerpoint and Excel
- Experience with permit tracking software
- Excellent communication and customer service skills
- Strong time management and organizational skills
- Ability to meet deadlines under pressure and adapt to changing priorities
- Direct experience with Bluebeam or similar software is an asset
- Direct AMANDA experience or similar software is an asset
- Working knowledge of building/planning processes is preferred

Salary Range: \$54,051 - \$67,563

Interested applicants should apply online at www.milton.ca under the Careers section by 11:59 pm on November 22, 2020.

In accordance with the Freedom of Information and Privacy legislation, applicant information is collected under the authority of the Municipal Act and will be used strictly for candidate selection.