

CITY OF HAMILTON

PLANNING & ECONOMIC DEVELOPMENT DEPARTMENT (BUILDING DIVISION –BUILDING ENGINEERING SECTION – LOCATION – 71 MAIN ST.W. 3RD FLOOR

PERMIT INTAKE CLERK - CUPE 5167

SUMMARY OF DUTIES

Reporting to the Manager or Supervisor/Chief Building Engineer in Building Engineering, performs administrative duties associated with the operation of the Building Engineering Section and clerical and front counter duties.

GENERAL DUTIES

Prepare and type various documents, reports, correspondence, forms, lists, records, memoranda, letters and legal documents from copy and dictated notes. Check and proofread letters and documents for accuracy.

Complete the administrative portion of building permit applications from the public to ensure they are received, processed, and issued in a timely manner. Compile and prepare supporting documents for the Building Engineering Section.

Receive and answer inquiries in person, by telephone and email from public, staff, elected officials and other departments regarding the status of Building Permit Applications Provide information as may be indicated by the inquiry and relay calls or messages to appropriate personnel when necessary. Provide front counter/reception duties as required, deal with requests and complaints. Inquiries can come in the form of in person and virtually through systems like virtual appointments, consults, and portal chat systems.

Corresponding with internal and external stakeholders pertaining to Building Division matters.

Input and retrieve data, process and distribute permit applications and plans to the Building Engineering Section.

Determine acceptance or refusal of building permit applications based on conformity with applicable legislation.

Provide assistance to customers in relation to their building application. This will include troubleshooting such as helping the applicant navigate the online system by phone or email.

Experience using online permit systems, Point of Sale (POS) terminals, and Laserfiche systems.

Assist with the administrative portion of building permits which includes answering inquiries, performing calculations, and collecting development charges and other related fees.

Input revenue received on Point of Sale (POS) terminal, issues receipt to client and forwards all application fees and billing information to accounting section, maintain tracking system and prepare forms for deposit to various accounts.

Set up and maintain office filing system, such as correspondence, departmental records, forms and cards for the Section. Keep or retain general office records and reports. Input, manipulate and retrieve data and prepare status reports. Retrieve and print information from microfiche or electronic storage.

Sort and distribute incoming mail and faxes, process outgoing mail for the Section.

Take and transcribe minutes of meetings.

Arrange and schedule meetings for managers and professional staff.

Requisition and maintain office supplies, including processing invoices and forwarding for approval of payment.

Provides back-up support to the Building Engineering Support Assistant role as needed in times of absence or workloads necessitates.

Work in accordance with the provisions of applicable Health and Safety legislation and all City of Hamilton corporate and departmental policies and procedures related to Occupational Health and Safety.

Perform other duties as assigned which are directly related to the major responsibilities of the job.

QUALIFICATIONS

1. Previous business office experience related to duties listed above normally acquired through a combination of education and relevant administrative work experience.
2. Demonstrated experience in a computerized environment. Must have excellent computer skills with intermediate knowledge of Microsoft Word, Excel & Outlook.
3. Demonstrated work experience inputting and manipulating data with speed and accuracy at an intermediate level. Work experience and knowledge of AMANDA is preferred.
4. Demonstrated ability to deal with customer requests for service and assistance; responds promptly to customer needs.
5. Demonstrated organizational skills with demonstrated ability to work within defined timeframes.
6. Client/customer-orientated experience and service in a building and/or construction environment.

SALARY:

Salary Grade F

HOURS:

35 per week

NOTE: This is a newly created position. The incumbent(s) or the department has the option to have the salary grade assigned to this position re-evaluated within nine months of the initial filling of this position. The Director of the division must review and submit the submission to Human Resources within 45 days of receiving it. All required forms of the job evaluation submission must be fully completed in order for the review to occur. If fully completed and updated job evaluation forms (with an updated draft job description) are not received within nine months of the initial filling of the position, the existing job description and rating shall be confirmed.

THE INCUMBENT SHALL COMPLY WITH ALL HEALTH AND SAFETY POLICIES AND PRACTICES FOR THIS POSITION AND THE WORKPLACE.
