

THE CORPORATION OF THE TOWN OF KEARNEY

POSITION DESCRIPTION

POSITION TITLE: Permit Clerk Administrator
DEPARTMENT: Building Department
REPORTS TO: Chief Building Official
SALARY GROUP: CUPE Local 1813.06
APPROVED BY:

Town of Kearney	Council Resolution 44-23	April 17, 2023
CUPE Local 1813.06	Pending	

Position Summary

Reporting to the Chief Building Official (CBO) and/or Deputy Chief Building Official (DCBO), this position is the first point of contact for telephone, email, and in person inquiries. The administrator is responsible for reviewing initial building permit applications; reviewing them for completeness and, performing administrative duties related to permitting software. The administrator will also provide assistance relating to building applications, permits, and scheduling inspection appointments.

Responsibilities

The primary responsibilities for this position include (but are not limited to) the following:

- Provide initial point of contact for building related inquiries to determine what approvals may be necessary and which other department personnel should be consulted
- Organize the incoming building permit applications for review, prioritizing incoming requests, maintaining departmental records and following up on inquiries to ensure timely response
- Provide reception for the Building Department and customer service support to the front office, responding to general inquiries for the Town
- Receive calls and assist caller in obtaining information related to their request and referring calls to the appropriate staff contacts
- Provide the public with answers to frequently asked questions and other administrative guidelines of the municipality and other related agencies
- Work with the CBO and/or DCBO to schedule appointments, inspections and meetings
- Receive, review and complete the administrative process for building permits
- Create and maintain a database and permit files
- Schedule building inspection requests and track progress on permit files

- Prepare mandatory monthly building permit reports and other reports as required for submissions to (i.e.) STATS Canada, Ministry of Labour, CMHC, Tarion, MPAC, Health Unit, etc
- Screen correspondence, respond to request for information and written responses to general inquiries
- Assist Chief Building Official with reports on matters relating to building, including fees and form development
- Assist with Building Compliance Reports and Zoning Compliance Reports
- Assist in drafting and implementing of policies and procedures for the efficient processing of permit applications
- Prepare letters for the department, including review of letters, orders and registered mail
- Protect personal health and the health of others by adopting safe work practices, reporting unsafe conditions immediately, and attending all relevant in-services regarding occupational health and safety
- Follow all guidelines for employees and employers as legislated under the Ontario Occupational Health and Safety Act
- Willing to learn and participate in training opportunities offered by the Town
- Other related duties as assigned

The foregoing description reflects the general duties necessary to describe the principal functions of the job identified and shall not be construed to be detailed and all-inclusive representation of the duties that may be inherent in this classification

Working Relationships

With Council

- Prepare information and reports for presentation on behalf of Supervisor

With Other Staff

- Courteous
- Cooperative
- Collaborative with other staff
- Approachable
- Professional

With The Public

- Courteous
- Respectful
- Helpful with a positive attitude
- Resourceful
- Patient

Education, Experience and Qualifications

The successful candidate will have a minimum of:

- post-secondary diploma in administration, clerical study or an equivalent combination of education and practical experience
- Knowledge of construction terminology and The Building Code Act as it applies to statutory obligations, processes and procedures
- Exceptional customer service, interpersonal and communication skills with a confident and pleasant disposition
- Proven ability to multitask and proactively manage competing priorities
- Organizational skills necessary to excel in a fast-paced environment with changing priorities and levels of complexity.
- Attention to detail
- Excellent organizational, written and oral communication skills
- Willingness to learn, accept responsibility, conduct research and demonstrate initiative
- Ability to exercise confidentiality and discretion when dealing with development inquiries, proposals and applications for building permits
- Proficiency in the MS Office Suite, understanding of GIS systems, Land Management, Cloud Permitting and Service Request Tracking software
- Knowledge and understanding of building permit application requirements and Town of Kearney documents
- Understanding of the interrelationship between the various approval functions of the department
- Criminal Record Check is required

Assets

- Knowledge of municipal by-laws, policies and procedures is highly desirable
- Successful completion of Ministry of Municipal Affairs and Housing training courses such as, but not limited to: General Legal/Processes for Building Inspectors, Land Use Planning and Zoning Enforcement, House, etc is highly desirable
- Experience working with the general public; previous experience in a municipal environment is an asset

Working Conditions

- Full time permanent position
- Member of CUPE bargaining unit
- 40-hour week (Monday - Friday, 8:30 a.m. – 4:30 p.m. with 1 hour paid lunch)
- Office environment
- The salary range for this position is \$33.65 - \$38.98 per hour

Physical Demands

- Repetitive physical actions (sitting, typing, standing)
- Manual dexterity to operate standard office equipment

- Light lifting of office materials
- Moderate visual demands involving reading
- Exposure to background noise

Environmental Demands

- Strong communication and public relation skills
- Ability to manage various matter with Staff and the Public (multitasking)
- Frequent interruptions
- Busy, noisy often managing several requests during short intervals of time

Sensory Demands

- Frequent use of a computer, photocopier, printer and other office equipment

Mental Demands

- Minor stress generated by distractions, interruptions, deadlines and conflicting demands
- Occasional exposure to difficult customers
- Must be able to manage potential conflicts that can occur between parties due to the nature of the office work and refer to Supervisor, when appropriate.
- Excellent organizational and time management skills needed to complete required tasks

Safety

- All employees must comply with all health and safety practices as it relates to the work, standard operating guidelines and the Ontario Occupational Health and Safety Act
- Employees shall understand their: Right to Participate; Right to Know; Right to Refuse Unsafe Work; and, Right to Stop Dangerous Work