



Supervisor, Permit Administration

Regular Full Time

Requisition ID: 3419

Salary Range: \$99,224 to \$116,765 Annually

The City of Markham is proud to be recognized for the 3rd consecutive year as one of Canada's Best Employers, and ranked in the top three for Government Services by Forbes and Statista Inc! The City of Markham is a dynamic and change-oriented leader that stands out from other Canadian municipalities. The recipient of multiple environmental awards, we are recognized for our innovative sustainability and urban planning initiatives as much as for our fiscal accountability. More than 353,000 residents call Markham home and benefit from our rich heritage, culturally diverse environment, vibrant local economy and focus on quality of life.

Applications are now being received for the above position in the Building Standards Department within the Development Services Commission. To apply, please submit your resume and cover letter online by **June 14, 2023**.

Join us and make a lasting difference!

Job Summary

Reporting to the Manager, Client Engagement and Administration, the Supervisor, Permit Administration is responsible for the department's on-line portal, including the leadership and supervision of direct reports in the acceptance, administration and tracking of permit applications, the support of the Plan Review Section and the management of permit documents to ensure that administrative services effectively support applications processed by the Building Standards Division. The Supervisor also serves as an AMANDA Administrator and the section representative on any IT advisory or user groups.

Key Duties and Responsibilities

- Maintain complete and current knowledge and understanding of the business processes of the Building Standards Division. Ensure administrative services effectively support the permitting process and are performed accurately and in accordance with the service levels and operating policies/procedures of the Division;
- Supervise 8 full time and 1 to 3 part-time (contract) staff to ensure application and administrative service levels are maintained. Recruit and train staff to ensure administrative services are sufficiently resourced and act as resource person in cases of dispute or ambiguity;
- In conjunction with the Manager of Client Engagement and Administration, monitor, develop and implement permitting and administrative operating policies/procedures as needed;
- Oversee the administrative component of existing and new permitting systems and ensure that staff is adequately familiar with system operation, that data is entered accurately and that maximum benefit is derived from the system capabilities. Systems include AMANDA, Online Portal and Project Dox.
- Maintains departmental web site and supervises the migration of business processes to online services;
- Monitor the permit administration process. Oversee submissions at application and issuance stages to ensure that legislative and administrative requirements related to application documentation is complete and accurate;
- Ensure permit fees owing are collected prior to permit issuance in accordance with the requirements of the City Building By-law; maintain Building Standards POS (Point of Sale) system to ensure financial transactions of daily balance & deposit of revenue are accurately reported; Responsible for reconciling and collecting building permit fees.
- Ensure Development Charges are collected prior to permit issuance in accordance with the Ontario Building Code, Development Charges By-law and Standard Operating procedures.
- Monitor revenue and statistical reporting processes. Liaise with external agencies (Statistics Canada, OCAP, Tarion, WSIB) and internal departments (Economic Development, Finance, Planning) to ensure that



documentation contains appropriate data and is in the required format. Ensure that all reports are accurate, on time and presented in a professional format;

- Monitor and supervise the digital records function of the Building Standards Division to ensure permit document records are maintained in accordance with departmental policies and legislative requirements. Recommend improvements and implement same.
- Be sufficiently familiar with all administrative functions to provide back up at peak periods & when unanticipated staff shortages occur;
- Undertake special projects and assignments

Requirements

- Post-secondary degree in a discipline pertinent to the job function such as Architectural technology, project or construction management, building science or civil engineering technology or an equivalent combination of education and experience.
- A minimum of five years or more experience in the enforcement of the Ontario Building Code, with a minimum of 2 years' supervisory experience or an equivalent combination of education and experience.
- Qualified and Registered as a Supervisor under the Ontario Building Code
- Eligible for membership in the AATO, OACETT, OAA or PEO
- Ability to effectively communicate with design professionals, builders and construction trades and submit oral evidence in court.
- Knowledge of the responsibilities and the jurisdiction of other Departments and provincial agencies.
- Knowledge of current building construction materials and methods.
- Excellent written communication skills with the ability to prepare concise, detailed and accurate instructions and correspondence.
- Ability to deal with the public and staff in a tactful and courteous manner
- Expert knowledge and demonstrated use of Microsoft Excel.
- Excellent oral communication skills and the ability to submit oral evidence in court.

Core Behaviours

- **Service Excellence:** Leads and supports staff in meeting or exceeding service standards when interacting with customers.
- **Change & Innovation:** Effectively implements change and supports and involves staff through change transitions.
- **Teamwork & Relationship Building:** Leads and supports staff in working together collaboratively, fosters teamwork and inclusion, and cultivates relationships.
- **Communication:** Models active listening and clear communication, and supports staff members in communicating effectively.
- **Accountable Results Oriented:** Role models ethical behaviour and accountability; clarifies expectations, policies and legislation and supports staff in meeting them.
- **Management & Leadership:** Supports a positive work environment, develops and enables staff, sets clear expectations, provides regular feedback, and addresses performance.

The City of Markham is committed to inclusive, accessible and barrier free employment practices and to creating a workplace that reflects and supports the diversity of the community we serve. Please let us know if you require an accommodation and we will work with you to ensure a barrier free hiring process.