



## **Building Permit Administrator Development Services**

### **Position Summary**

The Development Services Department, is accepting applications for the position of Building Permit Administrator. Reporting to the Coordinator, Permit Administration, 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, , 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
- Manage intake and provide back office support for the Town building permit online portal
- Review online submitted permit applications and documents for completeness and acceptance prior to advancing them for full review

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 Technician discipline is preferred
- Minimum one (1) year related experience in a municipal environment
- Three (3) years related experience within a municipal Building/Planning Division is preferred

### **Certifications and Designations**

- Ministry of Housing Building Code Identification Number (BCIN) qualifications in:
  - Require - Legal
  - Require - House
  - Preferred - Small Buildings
  - Preferred - Building Structural
  - Successful applicants without the above qualifications will be required to obtain the requirements within a specified time frame agreed upon at the time of hiring

### **Additional Skills**

- 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:** \$58,749 - \$73,437 (based on a 35-hour work week).

*If you are currently employed with the Town of Milton, please apply internally through the Jobs Hub app of your Workday account in order for your application to be processed as an internal applicant.*

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.