

## Applications Administrator – 1 Year Contract



<b>Job Title</b>	Applications Administrator – 1 Year Contract
<b>Employer</b>	City of Markham
<b>Location</b>	Markham, ON, CA
<b>Salary Range</b>	CAD 58,383.00 To 65,599.00 Annually
<b>Worker Category</b>	Temporary, Full-time

Home to more than 350,000 people, Markham is a diverse community with a rich cultural heritage, outstanding community planning services, and vibrant local economy. At Markham we are proud leaders in the way we deliver Planning and Urban Design services, as we face the challenges of growth and intensification while digitizing our workplace to ensure service excellence that is current and efficient.

Applications are now being received for a 1 year, temporary full-time Application Administrator position in the Building Standards Department, Development Services Commission. While all applications will be received, current members of CUPE 905 (Inside Workers) will be given first consideration. Please submit your resume and cover letter online by **February 20, 2019**.

### Job Summary

Receives and reviews all permit submissions to confirm they meet the minimum application standards and advises the applicants of deficiencies and other required approvals. Coordinates the processing of permit applications to ensure that plans review and associated administrative procedures adhere to departmental time targets.

### Key Duties and Responsibilities:

- Coordinate the processing of permit applications and exercise discretionary authority to ensure that plan reviews and associated administrative procedures adhere to departmental time targets.
- Review and apply all relevant legislation, policies, procedures and standards to building permit applications by thoroughly reviewing submissions ensuring they meet minimum application standards and advise applicants of deficiencies and other required approvals.
- Provide cursory technical and zoning expertise early in the approval process and consult with plans examiners where required.
- Oversees and create Applicant Management System (AMANDA) folders for permit applications having regard for proper folder type, subtype, work proposed, property data fee payments, process assignment and documents of “attempts” and “results” according to departmental procedures and standards.
- Processes online permit applications using the City of Markham’s ePLAN system.
- Digitally archive all permit application and issuance documents into the Applicant Management System (AMANDA) permit folder having regard for standardized naming conventions, processes and department policies/procedures.

- Keep clients up to date on the progress of the service they are receiving and notify them of changes that affect the outcome of the service.
- Maintain currency in the Application Management System (AMANDA) and electronic plans review (ProjectDox) functionality to align with departmental processes and procedures.
- Provide front counter customer service to support plans and zoning examination departments.
- Other duties as assigned.

**Qualifications:**

- Minimum community college diploma in Architecture, Building Technology or a related discipline
- One to three year's related experience, or equivalent
- Excellent customer service, interpersonal and organizational skills including the ability to effectively serve customers in a front-line capacity
- Good communication skills, both written and verbal
- Well-developed computer skills
- Ability to read and interpret working drawings, complex legal documents and by-laws
- Basic knowledge of the Ontario Building Code is desirable
- BCIN Qualification is an asset
- **Service Excellence:** Meets or exceeds service standards when interacting with customers in the community and in the organization.
- **Change & Innovation:** Responds positively and professionally to change and helps others through change.
- **Teamwork & Relationship Building:** Interacts with others in an inclusive, collaborative and respectful way that creates effective working relationships.
- **Communication:** Communicates in a clear, professional and respectful way; demonstrates active listening.
- **Accountable & Results Oriented:** Demonstrates ethical behaviour and accountability, aligns with City values, and abides by relevant policies and legislation.
- **Management & Leadership:** Demonstrates self-management, professionalism and engagement; leads by example

The City of Markham is committed to providing accommodations for people with disabilities. If you require an accommodation, we will work with you to meet your needs. We thank all those applicants who have applied however only those applications selected for an interview will be contacted.

Please respect our scent free area by not wearing scented products when visiting the office.