

CLASSIFICATION: ADMINISTRATIVE SUPPORT VII**JOB TITLE:** ADMINISTRATIVE SUPPORT VII**REFERENCE NO:** 38012**DIVISION:** DEVELOPMENT AND INFRASTRUCTURE**DEPARTMENT:** PLANNING, BUILDING+DEVELOPMENT SERVICES**APPROVAL DATES:** BY: *Stan Schreiber* DATE: April 21, 2015
COMMISSIONER OF DEVELOPMENT AND INFRASTRUCTUREBY: *Mill* DATE: April 17, 2015
GENERAL MANAGER OF HUMAN RESOURCES**GENERAL DESCRIPTION:**

This position is responsible for providing administrative support to the Planning, Building and Development Services Department with a primary focus on customer service, document control and information management. The position acts in a support role to various department staff through interpreting development and building plans, accepting applications for business licensing, preparing complex, technical, legal, and administrative documents, and advising the public/contractors, commercial/residential customers, internal departments, and provincial and federal government agencies.

ORGANIZATIONAL RELATIONSHIPS:

- Reports directly to the Administrative Coordinator and works in accordance with all corporate policies and procedures.
- Receives assignments from the Administrative Coordinator, General Manager, Manager of Planning Services, Manager of Safety Codes, Manager of Development Engineering, the Business License Inspector, and provides administrative support to all departmental staff.
- Maintains a close working relationship with internal departments and external relationships are maintained with elected officials, lawyers, private developers, general public and some departments of the Federal/Provincial Government.

PRIMARY FUNCTIONS/ACCOUNTABILITIES:**Administration/General Support**

- Responsible for the organization, management and maintenance of the computer and hardcopy central filing system and the departmental library.
- Manages incoming/outgoing correspondence and maintains the yearly permit fee updates.
- Responsible for preparing journal voucher entries, cheque requests, invoicing, payroll, purchase orders, travel requests, reconciling P-card purchases, cash register, answering department ACD lines, cash audits, website editing, filing, and ordering office supplies.
- Develops spreadsheets, maintains database applications, tracks statistical data for reporting to government agencies, and maintains office procedures manuals.
- Prepares weekly/monthly reports and correspondence.
- Coordinates and attends meetings, prepares agendas and records minutes.
- Actively participate and represent PB&DS on the Facility Emergency Response Committee for City Hall.
- Co-Chair the PB&DS department Facility Emergency Response Committee.
- Performs other related duties as required or assigned.

Planning and Building Desk (Customer Service)

- Provides detailed information on technical requirements for planning, building, and business license applications.
- Advises on bylaws/policies.
- Prepares compliance certificates, off-site levy processing, encroachment fee processing, and site plans.
- Accepts payments for permits, off-site levies, and business licenses.
- Schedules safety code inspections.
- Interprets and processes all permit applications for review by the Planners and Safety Code Officers.
- Processes all mechanical and electrical permits for inspection and billing.
- Interprets and processes all business license applications and maintains a close working relationship with the Business License Inspector.

Development Engineering Desk (Document Control and Information Management)

- Responds to consultant and special needs groups' requests by providing detailed information on various technical requirements.
- Records, registers, documents, and manages administrative systems and work procedures (i.e. Service Agreements, security commitments, CCCs, FACs, and UROWs).
- Tracks security and insurance renewals and advises appropriate party when due.
- Assists with Service Agreement preparation (i.e. creation/modification of the template and compilation of final documents).
- Coordinates the functions of receiving, recording, storage and distribution of information, conducts research using various registry systems and the internet.

REQUIRED COMPETENCIES:

- Proven ability to work within a customer service environment, to respond to inquiries and disputes in a professional manner, and ability to deal with difficult customers.
- Demonstrated ability to communicate effectively, orally and in writing, following appropriate systems of communication, and ensuring information is shared in a confidential, accurate, clear, concise and timely manner.
- Self-motivated and self-directed with the ability to use sound decision-making skills to consistently resolve routine work problems.
- Excellent interpersonal skills with the ability to establish and maintain effective working relationships with staff, members of the public, the business sector, and all levels of government.
- Exceptional organizational and record keeping skills.
- Demonstrated ability to work both within a team environment and independently with minimal supervision and be accountable for accuracy, timeliness and quality.
- Advanced skill in operating a personal computer using current office software in a network environment.
- Knowledge of applicable Environmental, Occupational Health and Safety Regulations.
- Ability to work in a fast paced office environment.
- Demonstrated commitment to continuous learning of new skills.

REQUIRED QUALIFICATIONS:

- Successful completion of a two year (2) diploma in Office Technology, Business or Office Administration from a recognized post-secondary institution.
- Two (2) years of current continuous work experience in a progressive administrative support capacity which includes a minimum of two (2) years' experience in customer service and one (1) year experience in a legal, land or real estate development environment.
- A management approved equivalent combination of training and experience may be considered.