

Job Posting #: #2024-47
Job Title: Permit Administrator
Department: Development Services
Reports To: Manager, Building Services Chief Building Official
Directly Supervises: None
Status: Full Time Permanent
Hours per Week: 35
Salary: \$55,500 - \$67,500
Application Due Date: Posted Until Filled

Position Summary

This position provides customer service as the initial contact and administrative support for the Development Services Department; coordinates initial response and redirection of telephone enquiries and mail, provides community information, receiving and set up of applications, provides assistance, guidance and direction to internal and external customers related to application submittals, corporate record management services for the department, and assists in the maintenance of the property management systems

Role Specific Duties and Responsibilities

Responsibilities:

1. Provide customer service via front counter, e-mail or telephone in responding to enquiries/complaints; provide community information, performing initial contact screening, call redirection, and performing record management of incoming calls. Maintain and promote the public image and public relations aspect of the Municipality with integrity, professionalism and deportment when dealing with all matters ensuring confidentiality is maintained. Conducts introductory meetings with the Building Division clients to prepare accurate and complete permit application submissions; provides guidance and clarification in person, in writing and by telephone to internal and external clients.
2. Responsible for follow up on approvals relevant to permit issuance with Ontario Building Code mandated timeframes
3. Receives building, plumbing/drain and sewage applications. Reviews applications for building permits for completeness and accuracy in accordance with policies and procedures, and in accordance with Provincial legislation and guidelines
4. Responds to customers inquiries; advises applicants of various approvals/assists customers with Building related matters

5. Ensures the collection of building permit fees, development charges, lot levies, and other administrative fees, prior to permit issuance
6. Assists applicants in completing forms and answering inquiries regarding the status of permits, ensures all necessary information (drawings, etc.) are submitted at time of application
 - a. Enters applications into tracking system and follows up on progress. Monitors Provides input to various departments regarding occupancy status, as well as other milestones in the development agreement process to assist in the preparation for maintenance and assumption status of building permit applications and advises applicants accordingly
 - b. Provides input to various departments regarding occupancy status, as well as other milestones in the development agreement process to assist in the preparation for maintenance and assumption
7. Prepares and forwards permit information packages to individuals as requested
 - a. Coordinates departmental comments on complex site plan applications, development applications.
 - b. Coordinates schedules of the Building Officials; scheduling daily inspection requests, meetings requested by the public, final road damage inspections and other meetings as required both internally and externally. Utilizes web-based customer service request system
 - c. Ensure that building permits, zoning, civic address, heritage, signage and related inquiries are appropriately dealt with or referred by providing information, assistance and advice to the public. (Ensure that applications comply with all applicable laws)
 - d. Receives Building Permit, Planning, Heritage Permit Applications, process fees and sets up application files and that all is uploaded in our web based permitting system.
8. Provide cursory review of Building permit submittals for substantial completeness prior to acceptance and acknowledgement to customer, contacting customers to obtain additional pertinent information not provided with the initial submission.
9. Process fees for applications, code invoices, and control and maintain accounting records for Development Services and provide support for tracking financial securities and invoicing relating to developer customer accounts.
 - a. Maintain Building applications, projects, compliance letters, fees, and activities within the property management system.

- b. Process building permit applications and site packages after decision to issue approvals completed by Chief Building Official (CBO). Various permits include demolition, water/sewer connection, and other as authorized. Calculate and collect fees based on an established schedule.
 - c. Perform research and provide written and verbal responses and/or general information regarding properties. For property inquiries and Compliance Letters, co-ordinates information from Zoning By-law, other relevant legislation and Municipal policy, with assistance from the CBO and Planners, as necessary.
10. Prepare and distribute month end statistical reports relating to building and construction activities for CBO, Financial Services, County of Grey, and Statistics Canada, as directed. Prepare and distribute monthly and/or quarterly reports for TARION and MPAC.
 11. Coordinate civic addressing per departmental procedures and notify various affected agencies.
 12. Working independently within the guidelines set out by policy and procedures, maintain effective and professional liaison with all levels of staff and government, elected officials, contractors, consultants, developers, regulatory agencies, community organizations, and the general public regarding application progress, permit status, zoning by-laws, civic addressing, heritage and sign permits, and general related inquiries.
 13. Coordinate all records management functions for Development Services in compliance with the TOMRMS system. Responsible for maintaining permanent and non-permanent records and ensuring proper filing and storage of all records.
 14. Provide administrative support to the Chief Building Official, Director of Development Services, Sr. Manager of Planning, which may include coordinating day-to-day administrative functions, call screening and/or responding to calls as applicable; process and preparing documents/ correspondence; file management.
 15. Maintaining Development Services departmental information on the Municipal CMS (Website).
 16. Requires working proficiency in software applications including MS Office, Keystone, Cloud Permit system, iCompass and iCloud.

General Duties and Accountabilities (All Municipal Roles)

1. Provide and maintain a high degree of confidentiality and security of information at all times.
2. Work in compliance with the *Occupational Health and Safety Act*, and other applicable legislation, department policies/procedures/practices, operational guidelines, and perform safe work practices.
3. Perform other duties as may be assigned in accordance with department and corporate objectives.

Required Certifications and/or Health and Safety Requirements

1. 2 years' related customer service experience preferably in a municipal environment and experience in handling cash and processing payment transactions.
2. Thorough working knowledge of Microsoft Windows and Office applications, and office equipment.
3. Strong skills in communication (written, oral and interpersonal), organizational, public relations, customer service and time management. Possess a friendly, positive outgoing personality.
4. Ability to maintain confidentiality, be tactful in all dealings, and be self-motivated.
5. Ability to multi-task, to work with interruptions, and to display common sense and patience.
6. Ability to read and understand plans, blueprints, building construction drawings and subdivision and site plan agreements.
7. Familiarity with all types of building materials, construction and procedures.
8. Must be eligible for membership in Ontario Building Officials Association.
9. Knowledge of Municipal Zoning and Property Standards By-laws, Planning Act, Tarion Warranty Corporation, Provincial Offences Act, Occupational Health and Safety Act and standards associated with various agencies such as the Underwriters Laboratories of Canada, American Society of Heating, Refrigeration and Air Conditioning Engineers, National Standards of Canada, National Building Code of Canada and other applicable laws.
10. Excellent computer skills utilizing various programs with a preference for Microsoft Office Suite of programs (Outlook, Word, Excel and PowerPoint) Internet, permitting and tracking systems or similar software. Proficiency with other standard office equipment inclusive but not limited to photocopier and facsimile machine.
11. Superior time management, organization and communication skills; excellent customer service skills are required.

12. Ability to communicate effectively with all levels of staff and government, elected officials, consultants, builders, contractors' lawyers, developers, architects, the public and others in building industry organizations.

Education, Skills and Experience

1. Mandatory Provincial qualifications as set out in the Ontario Building Code (Div. C. 3.1.4. for Legal/Process and House) with preference given to those with a Diploma in Civil Engineering Technology and/or Architectural Technology or a related discipline from a recognized post-secondary institution.
2. OSSGD required plus business courses; diploma in Business or related discipline preferred

Physical Demands and Working Conditions

- Physical demand requires considerable sitting and computer usage. Working conditions are in a standard office environment with exposure to verbal criticism from the public.
- Normal hours of work are 35 hours per week, Monday to Friday; attend occasional evening meetings, as required.

Contacts and Interactions

- Communicates regularly with municipal staff, tax payers, community groups, and the general public

Applicant Information

Interested qualified applicants are invited to forward their cover letter and resume directly to the Municipality quoting Job #2024-48:

jobs@meaford.ca

Attention: Human Resources

The Municipality of Meaford is committed to providing a barrier-free workplace. If accommodation is required during the selection or interview process, it will be available upon request.

We thank all applicants for their interest, however only those selected for an interview will be contacted.

Personal Information is collected under the authority of the Municipal Act for the purpose of candidate selection, and all information will be stored and used in accordance with the Municipal Freedom of Information and Protection of Privacy Act. For further information about this data collection, please contact jobs@meaford.ca.