



Admin Assistant, Inspections and Permits

We're recruiting energetic people who share our values of teamwork, respect, honesty and commitment. You'll be joining a team of dedicated, professional and committed co-workers, willing to go the extra mile. Our mission is to lead and serve Fort Erie by pursuing opportunities, leveraging partnerships and managing our resources to achieve growth.

As the Admin Assistant, Inspections and Permits, you will provide administrative support, greet visitors, answer public and telephone inquiries; communicate current and timely information and materials about legislative and local requirements and processes. You will also process incoming permit applications by assisting applicants with forms, checking applications for completeness, circulate applications to the other departments for their comments, calculating permit application fee and deposits and corresponding with applicants when permits are issued to advise them of fees outstanding.

You will apply your technical knowledge of office administration; MS Office software applications, customer service and the building permit process and application requirements. Your applied knowledge of the building permit process and application requirements, as well as general knowledge of the Building Code Act, the Planning Act and the Occupational Health and Safety Act is required.

Your post-secondary education in Office Administration or equivalent is complemented by one to two years of equivalent municipal work experience. Additional Ontario Building Officials Association training courses, Introduction to Permit Administration and Plans Examination - Basic are preferred.

The starting hourly rate is \$26.95, which is currently under review for this union position, based on 37.50 hours weekly. We also offer comprehensive health and wellness benefits.

If you are looking for an opportunity to learn and grow and promote positive change in a friendly, safe environment, we'd love to hear from you!

To apply for this position please [click here](#).

***Fort Erie...a welcoming, prosperous connected
Community of choice***

The deadline for receiving applications is 12:00 **NOON** local time on **Friday, December 2, 2022**. Only applicants chosen for interviews will be contacted. Personal information is collected pursuant the *Municipal Act, 2001, as amended* to determine eligibility for employment. The Town of Fort Erie is an equal opportunity employer. Accommodation is available to candidates upon request.

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Department: Planning and Development Services
Division: Building
Reports to: Chief Building Official

Position Objective

To provide clerical and administrative support; greet visitors; answer/redirect public enquiries.

Duties & Responsibilities

1. Receive, respond to or redirect building and planning inquiries; receive and prioritize incoming correspondence and telephone inquiries; communicate current and timely information and materials about legislative and local requirements and processes.
2. Process incoming permit applications, assisting applicants with forms, checking applications for completeness, review drawings for accuracy and required information, ensure approvals from outside agencies have been provided, circulate applications to the other departments for their comments, calculating permit application fee and deposits; correspond with applicants when permits are issued to advise them of fees outstanding; enter applications into the building permit program and create the corresponding digital files.
3. Coordinate and process water meter applications against building permit applications that have been issued and circulate them to the appropriate departments.
4. Assist when necessary with the processing of entrance permit applications and the calculation of fees.
5. Coordinate/schedule appointments/inspections; liaise with inspectors; ensuring inspections are able to be performed;
6. Correspond with outside agency with respect to building permit applications and their requirements;
7. Manage divisions general email account which will include forwarded emails to the appropriate staff or building permit files; and responding to general inquiries about permit process; processing of application and inspection requests;
8. Prepare accurate correspondence, forms, memos, assist in the preparation of by-laws, meeting agenda/minutes, legal documents and statistical reports; input data; generate regular reports and submit to external agencies; process mail; maintain computerized filing system; perform records management.
9. Track monthly regional, municipal, and school board development charges, exemptions, and interest charges, balance fees collected against Town records, and prepare payment vouchers for outside agencies.
10. Prepare monthly regional development charge forms and reports for the Niagara Region.
11. Responsible for building divisions general clerical duties consisting of such things as computer processing, preparation of correspondence for the Chief Building Official and others in the division, preparation of membership forms, training course registration and per diem calculations;
12. Assist in the preparation of court files, summons and informations and will say statements;

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13. Responsible to maintain the fee categories, holidays and contact lists in the building permit program;
14. Prepare and organize information for MFFIPA requests; coordinate with staff to gather records.
15. Preparation of Building Code Orders for signature; tracking of timeframes outlined in orders, processing and tracking of registered mail;
16. Process accounts payable, cheque requisitions and petty cash; process customer deposits/refunds for building, by-law and planning services; monitor accounts;
17. Process invoices resulting from by-law enforcement and coordinate fees with the tax department to be added to property taxes.
18. Prepare financial reports; ensure accurate compilation and reporting of departmental financial activities.
19. Assist in preparing/administering office budget expenses.
20. Assist with the preparation, issuance, and analysis of Request for Proposals.
21. Prepare time sheets and attendance tracking for building and by-law enforcement staff;
22. Occasionally provide administrative support to by-law enforcement staff;
23. Create, design and prepare various office forms and templates;
24. Monitor office supply inventory control/product review; operate/trouble shoot office machines.
25. Maintain current knowledge of Corporation services, policies and procedures; assist in the identification, development and implementation of process improvements in a team environment.
26. Assist Chief Building Official in the creation, identification, development, and implementation of new division policies and procedures.
27. Organize, scan, and submit septic permit packages to the Niagara Region.
28. Submit building permit drawings to the Municipal Property Assessment Corporation.
29. Submit building permit application information to Tarion.
30. Coordinate and submit building permit status information to the Canada Mortgage Housing Corporation.
31. Analyze as constructed lot grading plans for compliance against the master or approved lot grading plans by reviewing the final elevation numbers against the approved plan to determine if the grades are within tolerances and the drainage patterns continue to work.
32. Create, monitor and respond to CRM's (Customer Relationship Management, Internal work order system).

Education & Experience

- **Education (Knowledge)** - OSSD plus an additional program/course of over one (1) year and up to two (2) years or equivalent is preferred (Office Administration)
- **Experience & Training** - Over one (1) year up to and including two (2) years of municipal experience
- Additional Ontario Building Officials Association training courses, Introduction to Permit Administration and Plans Examination - Basic
- Valid Ontario driver's license with a driving record acceptable to the Corporation

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Knowledge

- Applied, technical knowledge of office administration and associated procedures
- Applied, technical knowledge of mathematical calculations and formulas
- Applied, technical knowledge of math
- Applied, technical knowledge of office equipment and computers, including office software applications
- Applied knowledge of customer service
- Applied knowledge of the building permit process and application requirements
- Technical knowledge of business procedures/accepted accounting practises
- General knowledge of the Planning Act, Building Code Act, Occupational Health and Safety Act and Municipal by-laws

Skills & Ability

- Ability to prioritize assignments, demonstrate time management
- Ability to read, comprehend and accurately apply relevant by-laws, policies and government legislation
- Ability to use mathematical formulas and accurately make calculations
- Ability to understand and accurately balance calculations against Town financial records
- Ability to use and maintain financial databases to balance monthly reports, create payment vouchers, and purchase orders
- Ability to use and maintain financial data bases
- Ability to read and understand construction drawings.
- Ability to understand interrelation of individual tasks to overall business processes
- Ability to accurately record and transcribe minutes of meetings
- Ability to exercise good judgement when handling confidential information
- Accurate keyboarding and data entry skills
- Proven proficiency in MS Office Suite (Word, Excel, Access, Power Point), email and calendaring skills, CRMs (Customer Relationship Management system), internet and building permit and accounting applications
- Perform mathematical calculations accurately and promptly
- Organizational and analytical skills
- Written and verbal communication skills to present information clearly and precisely
- Ability to actively listen, understand, and clearly communicate to provide customer service in a professional, pleasant manner in sometimes adversarial circumstances
- Flexibility
- Willing to continually upgrade and advance capabilities.

Supervision of Others

Occasionally performs some direction of others (Students or casuals)

Work Demands

- **Initiative & Judgement** - Assignments are covered by well-defined methods and procedures. Some latitude exists for organizing work or exercising judgement within established guidelines. Most unusual problems are referred to the supervisor

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- **Mental Effort** - Frequent effort (approximately 75% of the time). Concentrate is necessary on keyboarding, attending at counter; interrupted by multiple demands. Visual and/or listening attention with little choice of action to seek relief
- **Physical Effort** - Regular effort (approximately 50% of the time). Activities such as keyboarding, sitting at desk; standing at counter; occasional lifting and pushing/pulling awkward objects
- **Dexterity** - Coordination of fine movements where speed is a moderate consideration
- **Accountability** – Incorrect or inappropriate decisions or actions have obvious effects on financial implications, some embarrassment to the Municipality, reduced service to the public and requires intervention by senior staff to deal with the repercussions
- **Safety of Others** - Little degree of care to prevent injury or harm to others
- **Interpersonal Skills** – Deal with or settle requests, complaints or clarification or information. Be able to communicate with outside agencies and explain situations to ensure understanding.
- **Disagreeable Conditions** – Minor conditions with occasional exposure (Office environment)

Position History

2007	The positions description was updated as part of the JJEC process
2009	Position was renamed during collective bargaining
2016	JD was updated following a corporate re-organization
2017	Job Description was reviewed for AODA compliance and organizational changes and reporting.
2020	This job Description was updated and revised following the Joint Job Evaluation Maintenance process
Oct. 2020	Job Description was reviewed for content and accuracy by the Director, Planning & Development Services
2021	Job Description revised by the Director Planning & Development due to incumbent retirement, additional duties added.
2021	JD was re-evaluated as part of the annual JJEC maintenance
2022	JD was reviewed and updated prior to a competition.

Chief Administrative Officer

Date