



## JOB DESCRIPTION

<b>Title</b>	Secretary I	<b>Pay Grade</b>	05 Inside
<b>Department</b>	Development Services	<b>Location</b>	Municipal Hall
<b>Supervisor</b>	Director of Development Services	<b>Reviewed</b>	March 2021

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### Nature and Scope of Work

Delivers a high level of customer service with respect to development regulations, application processes and inter-departmental services. Performs a variety of routine and non-routine tasks including word processing, data entry, record keeping, booking appointments and providing departmental administrative support.

### Duties

1. Performs a variety of clerical and records management functions, including data entry, compiles and tabulates statistics and reports, coordinates mailings and provides general clerical support to the Development Services department in processing building permit, business license, and development applications;
2. Coordinates interdepartmental processes related to development application processing, including coordinating servicing requirements, preparing meeting agendas, researching back up material and arranging attendance of required participants;
3. Acts of front counter reception in the Development Services department providing general information which may require researching files, answering telephones, redirecting inquiries as appropriate; assists the public in their submission of complete applications (i.e. Reviews building and plumbing permit applications at the counter to ensure completeness); and responds to land use regulations and processes;
4. Liaises with internal staff and external agencies to coordinate and ensure that applicable property development approvals are received as required;
5. Organizes daily inspections for Building Inspectors to ensure most efficient and accommodating route to satisfy both customer timing and inspector efficiency;
6. Collaborates with other staff to ensure efficient application processing, satisfaction of all applicable bylaws, policies and regulations including but not limited to coordinating legal documentation, receipt of securities and services requests;
7. Communicates with applicants, their agents, external agencies and provides liaison between the Developments Services and other departments on assigned projects or applications;
8. Maintains a positive working relationship with the building industry, other departments, other levels of government, consultants and the general public;

9. Prepares purchase requisitions, orders and receives supplies when required;
10. Writes, maintains, and reviews development-related records, general letters, correspondence and technical reports; keeps accurate, complete and current records and presents oral and written reports as requested;
11. Maintains up-to-date knowledge of standard office equipment and computer software such as Microsoft Word, Excel, PowerPoint and the municipal accounting system;
12. Recommends new policies and prepares procedures to ensure staff are current on new construction methods, materials and updated Building Code requirements;
13. Performs other related work as required.

### **Required Skills and Knowledge**

1. A thorough knowledge and skill in modern office practice, procedures, methods and techniques including necessary knowledge of records management and office equipment including a computer and related software applications;
2. Very skilled in producing neat and accurate typing at the rate of 65 words per minute;
3. Ability to complete forms and applications accurately and in conformance with the policies of the department;
4. Excellent oral and written communication skills and the ability to execute verbal and written instructions;
5. Familiarity with the *Building Act*, *Local Government Act*, *Community Charter* as they relate to the role and responsibilities of the Development Services Clerk;
6. A thorough knowledge of District bylaws, policies and processes, other related Federal and Provincial Acts, standards or regulations as they relate to development services administration;
7. The ability to exercise courtesy, tact and diplomacy in the exchange of information with staff and the general public;
8. Fully conversant with Microsoft Office software package and GIS software.

### **Required Qualifications**

1. Graduation Senior Secondary Grade 12 supplemented by completion of a recognized office training program or an equivalent combination of education and municipal experience;
2. Valid Class 5 BC Driver's License.

### **Remuneration and Hours of Work**

1. Remuneration in accordance with Schedule 'A' of the CUPE, Local 1136, Collective Agreement.
2. Hours of work in accordance with the CUPE Collective Agreement.