

TAY VALLEY TOWNSHIP

POSITION DESCRIPTION

POSITION DATA

Position Title: Building & Planning – Administrative Assistant

Reports To: Planner

Indirectly Reports To: Chief Building Official

Department: Building and Planning

Effective Date: January 1, 2024

Revised Date: N/A

POSITION SUMMARY AND PURPOSE

Reporting to the Planner, the Building & Planning Administrative Assistant provides a positive, professional image of the Township. As a first point of contact for visitors and callers in the Building and Planning Department, strong communication skills are required to determine the nature of inquiries and concerns so that they are addressed accordingly.

CORE LEADERSHIP AND MANAGEMENT COMPETENCIES

N/A

SIGNATURES

I have read and had an opportunity to comment on this position description.

Incumbent **Date**

This position description reflects the key duties, responsibilities and requirements of the position.

Planner **Date**

Chief Administrative Officer/Clerk **Date**

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The following description reflects the general duties necessary to describe the principal functions of the position and shall not be construed to be all of the work requirements inherent in this position.

KEY RESPONSIBILITIES

Description	Approximate Time Spent (%)
1. Receives incoming visitors and telephone calls, identifies client needs, directs clients to the appropriate staff member or organization and answers general inquiries for the Building and Planning Department. 2. Liaises with consultants, professionals, agencies, developers and other municipal staff as required.	45%
3. Provides advice, assistance and guidance to prospective applicants and their agents regarding building and planning applications, including explaining application procedures. 4. Reviews building, planning and septic applications to confirm legal access and road frontage before deeming an application complete. 5. Assists the Executive Assistant/Alternate CEMC with confirming legal access and road frontage. 6. Facilitates direct communication between applicants and the Planner and Chief Building Official during the application review and approval stages. 7. Refers non-specific and non-routine enquiries to the Planner and Chief Building Official.	15%
8. Coordinates building and planning applications, including associated tasks such as: • preparing and tracking files; • undertaking initial review at the application intake stage; • preparing mailing lists and notices; • assisting with ensuring all approvals have been obtained; • assisting with preparing clearance letters, limited services agreements, development agreements, site plan control agreements, zoning certificates, etc. • releasing security deposits, if applicable; • filing permits;	18%

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• closing files. 9. Fulfills the role of Commissioner of Oaths for planning applications.	
10. Prepares correspondence, reports and presentations for review by the Planner. 11. Prepares and submits reports to Provincial ministries and various agencies. 12. Coordinates updates of the corporate geographic information system with regards to building, planning and septic. 13. Assists with gathering information for building and planning related studies, policies and by-laws, as required.	10%
14. Assists with the preparation and distribution of promotional and advertising material for the Department. 15. Ensures the website and other information related to the Department is up to date.	3%
16. Assists the Finance Department with contact information and mailing lists for tax arrears, tax sales, etc.	1%
17. Performs an assigned role in the Emergency Operation Centre and in accordance with the Emergency Plan.	1%
18. Maintains electronic and hard copy office records for the department in accordance with the Township's records management system. 19. Provides clerical support for the Planner and Chief Building Official and other staff as directed by the Planner. 20. Provides clerical/secretarial support to Working Groups, as assigned. 21. Responsible to act in the capacity of the Planning – Administrative Assistant in the absence of the Planning – Administrative Assistant.	6%
22. Performs other related duties as assigned.	1%

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FACTOR DESCRIPTION

1. Minimum Qualifications

1.1 Education

- Post-secondary school courses in office administration

1.2 Experience

- One (1) to Two (2) years' experience in an office environment
- Processing applications
- Dealing with the public

1.3 Knowledge/Skill/Ability

- Capable of carrying out duties with minimal supervision
- Excellent communication skills
- Excellent computer skills, proficiency using Outlook, Word, Excel, PowerPoint and Adobe
- Punctual and reliable
- Strong time management and organizational skills
- Team oriented
- Ability to deal with various agencies, the public and internal staff in a pleasant, positive, professional manner

2. Preferred Qualifications

2.1 Education

- Post-secondary school diploma in office administration
- Post-secondary school courses in building and planning
- Primer on Planning course
- Customer service training
- Municipal training
- Municipal designation
- Drivers' license

2.2 Experience

- Additional two (2) years' building and planning experience in a municipal environment
- Experience dealing with developers and outside agencies
- Experience using geographic information systems (GIS)

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2.3 Knowledge/Skill/Ability

- A working knowledge of the Building Code Act, Building Code and Planning Act
- A working knowledge of other relevant legislation and planning and building matters
- Ability to process large volumes of building and planning applications with a high degree of accuracy and in a timely manner
- Ability to take initiative

Knowledge may be learned through on-the-job training and post secondary school courses.

3. Decision Making and Independence

Complexity/Problem Solving

Determines work priorities. Decides on how to respond to complaints and when to refer complaints to the appropriate staff member or management official.

Supervision, Training, Management and Advisory Responsibilities

N/A

Supervision Received – Independence of Action

Ability to work as part of the Building and Planning Department team to achieve broad department goals under the direction of the Planner.

Required to work independently under established policies and procedures of the Township.

Follows the policies and procedures of the Township.

Impact of Decisions

Failure to provide secretarial, clerical, and administrative services in an efficient and effective manner will result in disruptions in the provision of services.

Failure to provide proper advice and follow appropriate legislation may result in not meeting legislated timelines, unnecessary time delays and financial expense to both the applicant and the Township.

Errors in dealing with the public may cause an escalation of the individual's complaint.

Confidentiality

Regularly works with confidential information concerning Township operations and the public where disclosure may result in legal action, loss of integrity and negative impact(s) on the image of the Township.

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4. Contacts

Frequency Legend

Constant	every day most of the day
Frequent	daily
Regular	weekly
Occasional	bi-weekly to monthly

Contact	Frequency	Nature of Interaction
Planner	Frequent	Internal – receive direction, advice, seek clarification, and provide information.
Chief Building Official	Frequent	Internal – receive direction, advice, seek clarification, and provide information.
Executive Assistant/Alternate CEMC	Regular	Internal – collaborate, seek clarification, information on legal access and road frontage requirements.
Planning Administrative Assistant	Frequent	Internal – collaborate, seek clarification, information.
Municipal Staff	Regular	Internal – seek clarification.
General Public	Frequent	External – general inquiries for the Building and Planning Department, building and planning applications.
Solicitors	Regular	External – collaborate, seek clarification.
Real Estate Agents/Appraisers	Occasional	External – provide advice, information.
Government Agencies	Occasional	External – collaborate, seek advice, clarification, reporting.

Provides information to the public; uses tact to address their inquiries and concerns. Is the first point of contact for visitors and callers in the Building and Planning Department and must present a pleasant, positive and professional image regardless of their demeanor or work stress. Communication skills are required to find out the nature of inquiries and concerns so that they are addressed appropriately.

5. Work Conditions

Township Municipal Office – Office Area.

Regularly deals with public complaints, refers contentious issues to management staff. Must deal with the stress of frequent interruptions and time-sensitive demands from members of the public while maintaining a pleasant and calm manner as the first point of contact with visitors and telephone callers for the Building and Planning Department.

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5.1 Hours of Work

Normal Working Hours: Monday to Friday - 8:30 a.m. – 4:30 p.m. with an hour lunch.

Evenings/Weekends: Attendance at Working Group Meetings is mandatory. Evening meetings may be required.

On-Call: N/A

Overtime: Occasional overtime may be required.

5.2 Work Environment

The duties of the position are performed primarily in an office environment.

Protects own health and the health and safety of others by adopting safe work practices, reporting unsafe conditions immediately and attending all relevant in-services regarding occupational health and safety. Follows all guidelines for employees and employers as legislated under the Ontario Occupational Health and Safety Act.

Frequency Legend

Constant	every day most of the day
Frequent	daily
Regular	weekly
Occasional	bi-weekly to monthly

	Constant	Frequent	Regular	Occasional	Percentage
Indoors	95%				95%
Outdoors				5%	5%
					= 100%

	Constant	Frequent	Regular	Occasional	Percentage
Attend internal/external meetings			20%		20%
Time spent travelling				5%	5%
Frequency of interruptions		40%			40%
Frequency of changing deadline and priorities				25%	25%

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Interaction with irate/aggressive clients/customers				10%	10%
					= 100%

5.3 Hazards

Occasionally may be exposed to weather extremes or safety hazards when traveling within and outside the Township.

May experience related noise, fumes, dust or dirt from the Public Works garage and sand dome located adjacent to the Municipal Office.

May come into contact with cleaning supplies and standard office chemicals, printer toner, etc.

Frequency Legend

Constant	every day most of the day
Frequent	daily
Regular	weekly
Occasional	bi-weekly to monthly

	Constant	Frequent	Regular	Occasional
Noise				X
Fumes				X
Dirt, Dust				X
Hazardous Chemicals				X
Disagreeable Weather Conditions				X

5.4 Physical Requirements

May be required to sit for extended periods of time while using the computer.

May be required to lift boxes of paper weighing 20 kilograms.

Frequency Legend

Constant	every day most of the day
Frequent	daily
Regular	weekly
Occasional	bi-weekly to monthly

	Constant	Frequent	Regular	Occasional
Operating and/or Maintaining Vehicles - Standing				

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Operating and/or Maintaining Vehicles - Sitting				
Operating and/or Maintaining Vehicles - Walking				
Operating and/or Maintaining Vehicles - Climbing				
Requirement to Lift Objects (20 kg)				X
Pushing and/or Pulling Objects to Complete Tasks				
Personal Protective Equipment (PPE) Worn on a Regular Basis				
Types of Tools Used (computer (desktop/laptop), telephone, photocopier/scanner/fax, laminator, shredder, postage machine)	X			

5.5 Mental Requirements

Mental effort is required for the entire day to remember priorities and to maintain composure when dealing with interruptions and the various moods and needs of callers and customers.

Frequency Legend

Constant	every day most of the day
Frequent	daily
Regular	weekly
Occasional	bi-weekly to monthly

	Constant	Frequent	Regular	Occasional
Requires Awareness of Surroundings		X		
Visual Effort Required on a Concentrated Basis	X			
Requirement to Listen Attentively (to callers and enquiries)		X		

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ORGANIZATIONAL CHART

Planner

Chief Building Official

BUILDING AND PLANNING ADMINISTRATIVE ASSISTANT

Planning Administrative
Assistant