

# TOWNSHIP OF SOUTHGATE

## JOB DESCRIPTION

Date of Update: <b>December 16, 2022</b>	<b>Administrative Support – Building Department</b>
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## SECTION A: POSITION DESCRIPTION

### 1) Position Identification

The purpose of this section is to determine your current position within the organization.	
Name:	Supervisor's Name: Bev Fisher
Job Title: Administrative Support	Supervisor's Job Title: CBO
Standard hours of work per week: 35 hours per week	Eligibility to Group Insurance: Yes Eligibility to OMERS: Yes
Location of Position: Hopeville Office	Department/Division: Administration
Employment Status: Full Time	Pay Band: 13

### 2) Scope of Position (A maximum of three sentences.)

The Administrative Support assists with the day-to-day operations of the Building Department and is responsible for providing administrative and clerical support to the department and act as first point of customer service via phone, email and in person. This person will be the main contact for calls into the building department, answering first level inquiries using available resources and redirecting calls that need to be escalated for more detailed discussions.
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Key Responsibilities	Tasks	% of Time
<b>Reception</b>	<ul style="list-style-type: none"> <li>• Provide telephone reception for incoming calls to the building department, provide information (verbal &amp; email responses), receive messages or redirect calls as required.</li> <li>• Provide office reception duties including greeting customers, accepting payments, providing building permit application, sharing general information, accepting building permit applications.</li> </ul>	30%
<b>Administrative</b>	<ul style="list-style-type: none"> <li>• Process incoming building permit applications.</li> <li>• Provide effective and efficient administrative and clerical support to the building department.</li> <li>• Schedule building inspections for building inspectors and prepare required paperwork for the inspection.</li> <li>• Process approved building permits by invoicing, laminating and calling the customer to let them know it is ready.</li> <li>• Track and coordinate stale dated building permit applications and permits.</li> <li>• Close building permit files once final inspection is completed.</li> <li>• Filing of building department files.</li> </ul>	70%
<b>Other</b>	<ul style="list-style-type: none"> <li>• Other duties that may be assigned by the Department Manager.</li> <li>• Assist with administrative duties the by-law officer may need.</li> </ul>	

## SECTION B: SKILLS

### 1) Formal Education and External Training

Highest level required	Specific Specialty or Degree? (List)
<input checked="" type="checkbox"/> High School	- Diploma
<input type="checkbox"/> Vocational School	
<input type="checkbox"/> Community College	- Business diploma would be an asset.
<input type="checkbox"/> University Degree	
<input type="checkbox"/> Individual Courses	
License or Professional Designation: N/A	
Is it a requirement of your job to keep "up-to-date" by reading or taking courses/seminars?	
<input type="checkbox"/> Yes	<input checked="" type="checkbox"/> No

## 2) Required On-The-Job Training

<b>Specific Internal Training</b>	<b>Months to Complete</b>
<ul style="list-style-type: none"><li>- Keystone Training</li><li>- WHMIS</li><li>- Health and Safety</li></ul>	Immediately Immediately Immediately

## 3) Work Experience

<b>Experience</b>	<b>Minimum Years Required</b>
<ul style="list-style-type: none"><li>• Knowledge of general office procedures, including preparing documents and record and information management systems,</li><li>• Knowledge of and demonstrated ability in corporate core competencies including customer service, communication, team work, initiative/self-management, accountability, flexibility and adaptability</li><li>• Excellent analytical skills showing good judgement, sound problem solving and conflict resolution abilities</li><li>• Computer literacy and proficiency utilizing MS Office software applications and adaptability to program specific software</li><li>• Demonstrated organizational skills to meet strict and time sensitive deadlines</li></ul>	Two [2] years of office related experience, in a municipal setting or equivalent education would be an asset.

## 4) Other Key Skills

<ul style="list-style-type: none"><li>• Knowledge of Municipal Government administration and structure an asset</li><li>• Demonstrated judgment and ability to critically assess options within the context if applicable legislation to guide decisions.</li></ul>
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## 5) Key Relationships (Contacts)

<b>Internal Contacts</b>	<b>Frequency</b>	<b>Purpose</b>	<b>Method</b>
Co-workers (my dept.)	Daily	Support management staff	In person, via phone or e-mail
Co-workers (other dept.)	Occasionally		
Supervisor (my dept.)	Daily		
Supervisor (other dept.)	Occasionally		
Depart. Head (my dept.)	Daily		
Depart. Head (other dept.)	Occasionally		
Staff in other municipalities	Occasionally		
CAO	Occasionally		
Ratepayers	Daily		
Children/Students	N/A		
Seniors	Occasionally		
Supplier	Seldom		

<b>External Contacts</b>	<b>Frequency</b>	<b>Purpose</b>	<b>Method</b>
General Public (Not residence)	Occasionally		
Business representatives	Seldom		
Consultants, Engineers, Planners	Seldom		
Auditors	Seldom		
Solicitors	Seldom		
Funding Organizations	Seldom		
Government Officials	Occasionally		
Boards	Occasionally		
Council (your own)	Seldom		
Council (other municipalities)	Seldom		
Media	Seldom		
Ratepayers Groups	Seldom		
Other: Specify Below			
<b>Interpersonal skills:</b> Extending common courtesy; handling complaints, working cooperatively; responding to basic needs or requests; identifying needs; advising.			

## 6) **Decision Making**

Works with detailed materials and must exercise judgment, diplomacy and human relation skills in dealing with problems relating to day-to-day operations. Makes independent decision on work method and procedures with approval from CBO.

## 7) **Problem Solving Responsibilities**

Analyze, evaluate and determine a solution for policies in place.

## 8) **Equipment & Technology Utilized**

Computer, phone system, fax machine, , photocopier.

# SECTION C: RESPONSIBILITY

## 1) **Program Delivery**

Supports the delivery of records management program.

## 2) **Impact and Accountabilities**

Responsible to the Chief Building Official with some guidance and support from the Building Administrative Assistant.

**3) Supervision**

Direct Subordinates – Job Titles	Number of Staff
N/A	
Indirect Subordinates – Job Titles	Number of Staff
N/A	
Provides training/instruction to others – Job Titles	Number of Staff
N/A	

**4) Material and Information Resources**

Maintain accurate information, data and records. Has access to private customer information.
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**5) Financial Resources**

This position has access to confidential financial information.
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**SECTION D: WORKING CONDITIONS****1) Physical Environment**

Rate the amount of each of the following working conditions that you are exposed to on the job from a scale of 1 to 5, where 1 represents no exposure, 3 represents some exposure and 5 represents continuous/regular exposure.

Condition	1	2	3	4	5
Sitting				X	
Standing		X			
Noise Exposure		X			
Adverse Temperature		X			
Pushing/Pulling	X				
Lifting/Carrying		X			
Dust	X				
Odors	X				
Other (Specify) Physical Aspects					

## **2) Health & Safety Hazards**

May encounter irate customers when on the phone or providing front counter backup.  
Work environment with minimal hazards in an office environment.

## **Health and Safety Responsibilities**

Responsible for performing duties in a Health and Safety conscious manner.

## **3) Travel**

N/A

## **4) Driving**

N/A

## **5) Mental Environment**

Works in an open office environment with regular interruptions.  
Dealing with some unhappy people and deadlines contribute to stress.

# **SECTION E: EFFORT**

## **1) Mental Effort**

Concentration required in paying attention to detail.  
Answering inquiries from public requires thinking on your feet.  
Faces some deadlines.

## **2) Physical Effort**

Minimal physical effort required.  
Constant sitting.  
Keyboarding.  
Some standing for durations when front counter is busy during payment deadlines.

## SECTION F: ADDITIONAL INFORMATION

The Township of Southgate is an equal opportunity employer. Accommodations are available for all parts of the recruitment process. Applicants need to make their needs known in advance. This document can be made available in other accessible formats as soon as practicable and upon request.

### Supervisor Comments

I have reviewed this job description with the employee and make the following comments.

**Job Position:** \_\_\_\_\_  
Signature

**Date Completed:** \_\_\_\_\_

**Supervisor:** \_\_\_\_\_  
Signature

**Date Completed:** \_\_\_\_\_

**CAO:** \_\_\_\_\_  
Signature

**Date Completed:** \_\_\_\_\_