

TOWNSHIP OF SOUTHGATE

JOB DESCRIPTION

Date of Update: June 2023	Building & By-Law Administrative Assistant 1
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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.	
Job Title: Building & By-Law Administrative Assistant 1	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 Administration Office	Department/Division: Building & By-Law
Employment Status: Full Time Salaried Position	Pay Band: 12

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

<p>Responsible for the performing administrative duties in the Southgate Municipal office location providing customer service, scheduling of daily inspections, taking payments, front counter customer inquiries, monthly reporting, as well as receiving and processing building permit applications in accordance with the Building Code Act, Ontario Building Code and applicable municipal by-laws, policies and procedures.</p> <p>Under the direction of the Chief Building Official (CBO) performing building reporting and other duties assigned by the Chief Building Official.</p>

Key Responsibilities	Tasks	Percent of Time
Administrative	<ul style="list-style-type: none"> - Provide administrative and clerical support to the CBO, administrative support to the Building department and By-Law Department - Provides general reception duties including answering phones, greeting customers, accepting payments, providing information related to building and by-law responsibilities or redirecting other inquiries to appropriate staff in a backup relief role. 	10%
Building Department	<ul style="list-style-type: none"> - Knowledge of zoning, planning and other related by-laws as well as legislation as they apply to the municipality. - Basic knowledge of Building Code Act and the Ontario Building Code. - Process all incoming Building permit applications including receiving application, creating file, inputting into system, invoicing and receiving deposit and complete initial screening for being complete prior to CBO review. - Inputting, maintaining, and assessing databases and files related to building permits. - Receive and enter payments for building permits. - Maintain physical and electronic files of the building department. - Draft Zoning Compliance letters for approval by the CBO and Planner. - Assist with tracking and composing letters related to BWOPs. - Work with specific developers as the point of contact for approved subdivision building permits (intake, invoicing, payments, issuance). - Provides monthly building reporting statistics related to permits issued, fees collected, development charges received, new construction value, assessment/taxation growth, inspections completed by type, productivity reporting, files closed, etc. - Complete research on a variety of topics as requested by CBO. 	65%
By-Law	<ul style="list-style-type: none"> - Administrative responsibilities related to tracking, documenting and reporting on By-law Enforcement complaints related to property standards, parking and others with the exception of canine/dogs. - Maintaining files, managing compliance deadlines, scheduling investigation visits, issuing of warning letters, orders to comply and court summons under the direction of the By-law Enforcement Officers in relation to property standards, parking and other with the exception of canine/dogs. - Work with By-Law Enforcement Officer on parking tickets and receivables. 	20%

Key Responsibilities	Tasks	Percent of Time
Other	<ul style="list-style-type: none"> - Other duties as assigned. - Backup for the Building & By-Law Administrative Assistant 2 position. - Represents Southgate when performing day-to-day duties through front counter contact with the public. - Be responsible to work in compliance with the Occupational Health and Safety Act and Regulations, municipal health and safety and workplace violence policy and procedures as well as industry guidelines. - Basic knowledge of WHMIS, and the Municipal Freedom of Information and Protection of Privacy Act 	5%

SECTION B: SKILLS

1) Formal Education and External Training

Highest level required	Specific Specialty or Degree? (List)
<input checked="" type="checkbox"/> High School <input type="checkbox"/> Vocational School <input checked="" type="checkbox"/> Community College <input type="checkbox"/> University Degree <input type="checkbox"/> Individual Courses	<ul style="list-style-type: none"> - Diploma - College diploma in Business Administration would be an asset.
License or Professional Designation	
Is it a requirement of your job to keep "up-to-date" by reading or taking courses/seminars?	
<ul style="list-style-type: none"> • Building • Zoning 	
Discuss: Attends seminars/courses pertaining to job skills as required.	

2) Required On-The-Job Training

Specific Internal Training <ul style="list-style-type: none"> - Municipal software system - OBOA Administration course 	Months to Complete Immediately Within 1 year
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3) Work Experience

Experience Computer (Word, Excel, etc.)	Minimum Years Required 2 years of experience or equivalent education
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4) Other Key Skills

Computer skills Good organizational skills Good communication and interpersonal skills Patience Compassion Records Management

5) Key Relationships (Contacts)

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

External Contacts	Frequency	Purpose	Method
General Public (Not residence)	Occasionally		
Business representatives	Seldom		
Consultants, Engineers, Planners, etc.	Occasionally		
Auditors	Seldom		
Solicitors	Seldom		
Funding Organizations	N/A		
Government Officials	Seldom		
Boards	Seldom		
Council (your own)	Seldom		
Council (other municipalities)	Seldom		
Media	Seldom		
Ratepayers Groups	Seldom		
Other: Specify Below			

Interpersonal skills:

Extending common courtesy; handling complaints, working cooperatively; responding to basic needs or requests; identifying needs; advising.

6) Decision Making

Works with detailed, complex and sensitive materials and must exercise considerable judgment, diplomacy and human relation skills in dealing with problems relating to day-to-day operations.

7) Problem Solving Responsibilities

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

8) Equipment & Technology Utilized

Computer, fax machine, postage meter, photocopier.

SECTION C: RESPONSIBILITY

1) Program Delivery

Supports the delivery of Administration programs.
Provides research to the CBO for reporting.

2) Impact and Accountabilities

Responsible to the CBO.

3) Supervision

Direct Subordinates – Job Titles	Number of Staff
N/A	
Indirect Subordinates – Job Titles	Number of Staff
N/A	
Total	
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.

5) Financial Resources

This position has access to confidential and financial information.

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 encounters with irate customers when providing front counter backup.
Otherwise, minimal hazards, office environment.

Health and Safety Responsibilities

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

3) Travel

N/A

4) Driving

Maybe require periodically for off- site training courses and seminars.

5) Mental Environment

Works alone with regular interruptions.
Dealing with unhappy people and deadlines contribute to stress.

SECTION E: EFFORT

1) Mental Effort

Diffusing situations and coming up with creative solutions to situations on many different levels and areas. Concentration due to paying attention to detail and completing research.
Answering inquiries from public requires you to think on your feet.
Face deadlines.

2) Physical Effort

Minimal physical effort required.

Constant sitting.
Keyboarding.

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: _____