

The Corporation of the District of Oak Bay

Job Description



Job Title:	ADMINISTRATIVE ASSISTANT (BUILDING AND BYLAW COMPLIANCE)	JEPE Number:	#1143
Department:	Municipal Hall	Pay Grade:	7 – Schedule A
Area:	Community Building & Planning Services	Position Status:	Regular – Part Time
Location:	Municipal Hall	Position Type:	Union
Supervisor:	Director, Community Building & Planning Services	Last Updated:	July 2025

Job Purpose:

This position provides wide ranging and relatively complex clerical support to the Community Building and Planning Services Department, in particular the Building and Bylaw Compliance Services. The position combines direct service to the public with the maintenance of clerical and records management systems important to the efficiency and effectiveness of the Department.

Duties and Responsibilities:

- Advises contractors, designers and property owners on building permit applications, procedures for permits, services and licenses; conveys basic bylaw compliance and other regulatory information;
- Responds to enquiries regarding properties, permit requirements, bylaw enforcement matters.
- Responds to and compiles staff responses to requests for Comfort Letters or Freedom of Information requests.
- Maintains document filing systems;
- Maintains website materials, application forms, checklists, form letters;
- Maintains comprehensive paper and/or electronic planning permits, licensing, building permit and plumbing permit records;
- Maintains individual property files and house numbering records; and notifies external agencies;
- Prepares correspondence for Building and Bylaws professional and technical staff; arranges meetings and appointments;
- Coordinates and schedules inspections or site visits in response to applicants and agents or staff.
- Takes and records security deposits from applicants; tracks work progress and processes refunds where appropriate; processes a variety of application fees;
- Prepares and files court documents for Bylaw Compliance matters; ensures safekeeping as permanent municipal records;
- Supports registration of proceedings through the courts; accesses BC Online for title searches or company searches.
- Prepare and distribute notices as required for building permit applications or bylaw compliance matters;
- Processes business license applications; issues annual license invoices; maintains comprehensive business license records;
- Checks to ensure that contractors possess business licenses before obtaining permits undertake work in the Municipality;

- Takes and transcribes minutes for Advisory and other meetings including iCompass agenda preparation and publishing as well as supporting the Staff Liaison with meeting scheduling and related questions, audiovisual set up and digital hosting of meeting;
- Supports the planning, preparation, holding of and follow up of Public Hearings and other public meetings for department projects, including notifications, iCompass agenda or report preparation and publishing, audiovisual set up and digital hosting of meeting, taking minutes.
- Reproduces plans and maps for sale and internal use;
- Runs reports, monitors progress or inactivity, flags outstanding or expiring building permit and bylaw compliance files for follow up by other staff
- Compiles statistical reports for external agencies and internal use;
- Provides mutual assistance for clerical and secretarial duties for the department and for various other departments;
- Operates a variety of office machines and arranges for maintenance as required.

Required Knowledge, Abilities & Skills:

- Thorough knowledge of land use, servicing and license application procedures;
- Good working knowledge of municipal bylaws pertaining to building regulation, business licensing, bylaw compliance and property servicing;
- Superior organizational aptitude; ability to devise and maintain systematic, up-to-date and searchable filing and general record keeping systems;
- Ability to provide excellent customer service to the public, contractors, realtors, developers, designers and homeowners with professional courtesy, particularly when faced with people in heightened emotional states;
- Ability to take and transcribe minutes;
- Ability to proofread, communicate clearly and professionally orally and in writing;
- Keyboarding/typing with speed and accurate spelling and punctuation;
- Considerable experience and ability in the use of MS office word processing and spreadsheet programs; Tempest Systems, Prospero, iCompass aptitude for electronic database maintenance and retrieval functions. Office Suite knowledge is an asset;
- Initiative in the organization of critical record management tasks without requirement for close supervision and direction;
- Familiar with FOIPPA requirements and procedures;
- Knowledge of provincial court registry procedures and processes;
- Accustomed to the administration of ethics and procedural fairness in municipal government;
- Ability to work with others in accordance with the District's Respectfully Workplace Policy.

Qualifications:

- High School graduation plus five years' experience in administrative support, including two years of experience related to the bylaw/building/licensing responsibilities of the position.

Required Licenses, Certifications and Registrations

- No special licenses or certifications required.