

The Corporation of the District of Oak Bay

Job Description

Job Title:	ADMINISTRATIVE ASSISTANT (COMMUNITY BUILDING AND PLANNING SERVICES)	JEPE Number:	#1005C
Department:	Municipal Hall	Pay Grade:	7 – Schedule A
Area:	Community Building & Planning Services	Position Status:	Regular – Full Time
Location:	Municipal Hall	Position Type:	Union
Supervisor:	Director, Community Building & Planning Services	Last Updated:	February 20, 2024
Job Purpose:			
This position provides wide ranging and relatively complex clerical support to the Community Building and Planning Services Department. 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 development applications, procedures for permits, services and licenses; conveys basic zoning and other regulatory information; • Responds to enquiries regarding properties, land use regulation, permit requirements. • Responds to and compiles staff responses to requests for Comfort Letters or Freedom of Information requests. • Maintains map, plan and 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 Community Building & Planning Services professional and technical staff; arranges meetings and appointments; • Coordinates and schedules inspections 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; • Files subdivision and other legal survey plans; ensures safekeeping as permanent municipal records; • Supports registration of charges through the LTSA system; registers heritage related approvals through the Heritage BC registry; accesses BC Online for title searches or company searches. • Prepare and distribute notices as required for development applications; • Processes business license applications; issues annual license invoices; maintains comprehensive business license records; • Checks to ensure that contractors possess business licenses before obtaining permits to undertake work in the Municipality;			

• Takes minutes for Advisory Body's and Board of Variance 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 meetings; • Supports the planning, preparation, holding of and follow up of Public Hearings and other public meetings for department projects, including notifications, iCompass agenda 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 files for follow up by other staff • Compiles statistical reports for external agencies and internal use; • Provides mutual assistance for clerical and administrative duties for various departments; • Operates a variety of office machines and arranges for maintenance as required.
Demonstration of the District's Workplace Values – CARE
• Connected means we serve the community and each other with friendliness, kindness, professionalism, and respect – working as one team, sharing knowledge and supporting one another. • Accountable means we do what we say we will do, take pride in our work and act with integrity. • Responsive means we believe that finding better ways to serve is part of our growth and that progress and personal connection can co-exist. • Effective means we deliver sustainable results in ways that nourish people.
Required Knowledge, Abilities & Skills:
• Thorough knowledge of land use, servicing and license application procedures; • Good working knowledge of municipal bylaws pertaining to land use regulation, building regulation, business licensing, bylaw compliance and property servicing; • Knowledge of parliamentary procedure and conduct of meetings; • 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 professionalism courtesy; • 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, 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.
Qualifications:
• High School graduation plus five years experience in administrative support, including two years of experience related to the planning/building/licensing responsibilities of the position.
Required Licenses, Certifications and Registrations
• No special licenses or certifications required.