



Township of South Frontenac Job Description

Title: Administrative Assistant – Development Services

Department: Development Services

Report to Title: Chief Building Official

Summary:

The Administrative Assistant is the Township's primary point of contact for customer service within the Development Services Department. They play an important role in the day-to-day functions of the Department through direct communications with employees and the public.

This position performs a variety of clerical and administrative functions for the Development Services Department. This includes support for departmental business, records management, communication with staff and the public, and other related municipal responsibilities. Reporting to the Chief Building Official, the Administrative Assistant is responsible for coordinating and providing confidential administrative and operational support to building and planning functions within Development Services.

Duties & Responsibilities:

1. Reception and Customer Service

- Welcomes members of the public, contractors, developers, builders, applicants, and visitors to interact with the Department via phone, email, and in-person at the service counter.
- Acts as initial contact person for department related inquiries; provides general information on Department policies and procedures and directs inquiries to the appropriate staff member.
- Liaises with other departments within the Township to ensure effective customer service.
- Maintains and updates the Department's online presence to ensure current information is available to the public through the Township website and other mediums.
- Answer or triage all Building and Planning related email queries that come to Communications through the website.
- Direct calls/emails from the public to the appropriate staff member, including building requests to schedule building inspections; assists Building Inspectors to schedule inspections as needed.

- Provides general office support duties, including coverage and support to the Planning Clerk and Permit Intake Coordinator where required.

2. Applications and Records Management

- Receives and processes Civic Addressing applications for the Department, in consultation with the CBO and Building Inspectors.
- Maintains electronic and paper filing of Department records in accordance with the records retention by-law.
- Assists with gathering information for Building and Property related Freedom of Information requests.
- Receives inquiries and supports identifying and correcting Civic Addressing discrepancies/issues.
- Septic Record Searches for department staff.
- Copy, stamp, and issue all onsite sewage permits and approved design plans for Onsite Sewage Inspectors.
- Email Final Inspection Report/As-Built Drawings to Onsite Sewage Installers and Owners for all Permits.
- Digitizes Department records where required to continuously update CityView software system and municipal electronic filing system.

3. Reporting

- Prepares/emails monthly Civic # updates to MPAC, Bell 911, Canada Post, Frontenac County GIS, and Township Departments.
- Orders Civic Addressing blades on behalf of the Department.
- Manages/Updates the South Frontenac Roads/Lanes list.
- Gathers, records, and formulates statistics concerning the Department's activities and prepares quarterly/year end reports for internal and external stakeholders as directed.
- Prepares annual reporting for the Treasury Department.

4. Financial

- Receives, records, and processes payments for building permits, planning applications, civic addressing applications and other licensing/permits using Great Plains software.
- Prepare Cheque Requisitions for all Deposits to be returned to Applicants for Pool Deposits, Trailer Agreements, Lot Grading, etc. and delivers to Treasury.

5. Administrative Assistant

- Handles administrative functions for Community Improvement Project applications.
- Provide overall administrative support to Development Services staff such as preparing correspondence, reports, and various draft agreements, and schedules meetings, coordinates room and facility bookings.
- Attends and records the minutes of meetings in the Department, as directed.
- Closes out all building permit files in CityView software program.

6. Other Duties

- Other duties and projects as assigned by the Chief Building Official.

Supervision Received:

- Works under the direct supervision of the Chief Building Official.

Qualifications:

- Post-secondary education in business or office administration or a related field.
- An equivalent combination of administrative experience and education will be considered.
- One (1) year of administrative support work experience, preferably in a municipal setting.
- Knowledge of municipal operations, building and planning processes would be an asset.
- Excellent computer skills using Microsoft applications for data entry, word processing and other pertinent software i.e. MSOffice Word, Access, Excel, PowerPoint, Outlook.
- Strong interpersonal and problem-solving skills to provide excellent customer service to members of the public.
- Strong written and oral communication skills with the ability to compose letters, emails, reports, spreadsheets and other related documents that are concise and precise.
- Demonstrated ability to be a team player who is able to establish and maintain effective working relationships with fellow employees, ratepayers, and the general public.
- Strong organizational and time management skills in order to achieve tight deadlines.
- Working knowledge of legislation, regulations, policies and procedures that impact the Department and municipal government operations.

Work Environment:

- Predominantly office based with occasional need for travel to meetings, obtain records, or scanning, etc. May need to attend occasional scheduled evening meetings and meet unplanned commitments as required.

Other:

- This is a full-time position, based on a 40-hour work week, in accordance with the Collective Agreement with CUPE 4336
- Compensation and benefits are in accordance with the Collective Agreement
- Probationary period – 6 months of active employment