



Township of South Frontenac Job Description

Title: Administrative Assistant – Development Services

Department: Development Services

Reports to: Chief Building Official, Manager of Building Services

Summary:

The Administrative Assistant is the Township's primary point of contact within the Development Services Department. They play a vital role in providing a strong customer service with the day-to-day functions of the Department through direct communications with the public, as well as collaborating and supporting team members throughout the day.

This position performs a variety of clerical, administrative functions and support functions for Development Services including the Director of Development Services and Chief Building Official (CBO), Manager of Building Services. This includes building client relationships and providing support to members of the public, records management, effective communication, receiving payments and issuing receipts, and other related municipal responsibilities. Reporting to the Chief Building Official, Manager of Building Services, the Administrative Assistant is responsible for coordinating and providing confidential administrative and operational support to all functions within Development Services.

Duties & Responsibilities:

1. Reception and Customer Service

- With a friendly demeanor, welcomes members of the public which may include contractors, developers, builders, applicants, and visitors through interaction via phone, email, and in-person at the service counter.
- Is the initial contact person for Department related inquiries; provides general information in a professional manner on department policies and procedures.
- Liaises with other departments within the Township to provide a streamlined approach and ensure effective customer service.
- Directs all public inquiries and requests to schedule building inspections to the appropriate staff member and assists Building Inspectors as needed to schedule inspections.
- Provides general office support duties, including coverage and support to the Permit Intake Coordinator, Planning Clerk and Planning Coordinator where required.

2. Applications and Records Management

- Receives and processes civic addressing applications for the department and corrects civic addressing discrepancies/issues, in consultation with the CBO and Building Inspectors.
- Maintains electronic and paper filing of department records in accordance with the records retention by-law.
- Receives inquiries and supports identifying and correcting Civic Addressing discrepancies/issues.
- Prepares and issues permit cards and provides applicants with copies of permits and associated documentation.
- Monitors permit applications that are ready for issuance in accordance with departmental timelines and communicate with applicants regarding outstanding fees, permit issuance, and permit pickup.
- Assists Department staff and property owners with Septic Record Searches for properties in the Township.
- Copies, stamps, and issues all onsite sewage permits and approved design plans for Onsite Sewage Inspectors.
- Emails Final Inspection Report/As-Built Drawings to Onsite Sewage Installers and Owners for Sewage System Permits.
- Digitizes Department records where required to continuously update CityView software system and municipal electronic filing system.
- Commissions Planning Act applications as a Commissioner of Oaths in accordance with the Commissioners for Taking Affidavit Act.

3. Reporting

- Prepares and emails monthly civic number updates to MPAC, Bell 911, Canada Post, Frontenac County GIS, and Township Departments.
- Orders civic addressing blades that have been assigned on behalf of the Department.
- Manages and updates the South Frontenac Roads/Lanes list to ensure it is current and up to date.
- Assists with the preparation of departmental reports, statistics, and related documentation as needed.

4. Financial

- Processes and receipts payments for all Building and Planning fees through Great Plains and Paymentus software, including online transactions, and provides receipts to customers..
- Prepares and delivers deposits to the Treasury Department.
- Prepares Cheque Requisitions as directed by the Building Inspectors for the allocation of funds of pool deposits, trailer agreements, lot grading, etc., and provide them to the Treasury Department for release.

5. Administrative Assistant

- Provides overall administrative support to the Inspectors, Planners, DCBOs, CBO and Director as required.
- Prepares correspondence, reports, and various draft agreements on behalf of the CBO and Director, as directed.

- Schedules for meetings, coordinates room and facility bookings on behalf of staff in Development Services.
- Monitors and updates departmental calendars, schedules, and appointments, coordinating with staff to ensure information is accurate, current, and communicated as required.
- Attends and records the minutes of meetings for the Department, as directed.
- Monitors and manages office and workplace supply inventories and orders the necessary supplies for the Department.

6. Other Duties

- Other duties and projects as assigned by the Chief Building Official, Manager of Building Services.

Supervision Received:

- Works under the direct supervision of the Chief Building Official, Manager of Building Services.

Qualifications:

- Diploma in Business or Office Administration or a related field
- An equivalent combination of skills and experience may 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.
- Experience with CityView Permitting and Portal software or similar software would be an asset.
- Experience with Great Plains software or similar software would be an asset.
- 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.
- Ability to handle confidential information in a discreet manner.
- Ability to resolve conflict in a professional and respectful manner.
- Excellent customer service, organizational, written, and verbal communication skills, critical thinking skills and interpersonal skills to explain rules and procedures clearly to the public, and ability to establish and maintain effective working relationships with all levels of staff, clients, the public, consultants, elected officials, etc. in a courteous and professional manner.

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.

Approved:



Rebecca Roy
Director of Development Services

Chief Building Official, Manager of Building Services

Date Approved: June 19, 2026