

COMPETITION #2018 – U01

**DEVELOPMENT & ADMINISTRATIVE
COORDINATOR**

Regular, Full-Time Union Position

Salary: \$29.86 – \$32.47

1. FUNCTION

Under the direction of the Director of Development Services, Engineering, Parks & Works, the Development & Administrative Coordinator is responsible for higher level administrative duties in the Development Services and Engineering, Parks & Works Departments, and for coordinating the efforts of two Administrative Assistants. This position requires advanced knowledge of computerized municipal database systems, a positive and confident attitude and exceptional organizational and clerical abilities. Sound knowledge of processes and procedures related to municipal planning, business licences, bylaw enforcement, building inspections and engineering is required. Strong time management and multi-tasking skills are essential, as this role balances time between departmental affairs of Development Services and Engineering, Town staff, the development and business community, and the general public.

2. TYPICAL DUTIES

- a) Coordinate administrative support in Development Services and Engineering, Parks & Works Departments. Review and allocate workload to the Administrative Assistant – Development Services and Administrative Assistant – Engineering.
- b) Develop and maintain Standard Operation Procedures for development and engineering administrative processes, including the functional organization of the department's municipal and business related documentation. Investigate options to use new technologies in support of business processes.
- c) Oversee and coordinate the provision of front line customer service to the development community, business owners, realtors, and local residents.
- d) Participate in departmental meetings, budget preparation, report preparation and departmental projects.
- e) Coordinate preparation of bylaw updates and revisions.
- f) Coordinate the processing and monitoring of approvals of a variety of permits, licences and other applications.
- g) Develop, improve and update relevant sections of the Town's website.
- h) Create and update application forms and brochures related to Development Services and Engineering.
- i) Oversee implementation of new software modules (e.g. Tempest, Prospero, Calls For Service, EasyPark); oversee implementation of new software releases; create standardized templates for routine documents. Act as in-house Tempest expert including offering advice and training to other staff members.
- j) Coordinate off site service charges for developments and processing of refunds to applicants for various departments within the municipality.

- k) Coordinate assistance to the Bylaw Enforcement division.
- l) Coordinate updates to the Town's land database, including interdepartmental updates with Finance; investigate and correct land record issues; ensure that the integrity and accuracy of the database is maintained. Prepare and process a variety of legal documents for registration at the Land Title Office.
- m) Perform the duties of the Administrative Assistant – Development Services and Administrative Assistant – Engineering during absences.
- n) Perform other duties and responsibilities as assigned by the Director.

3. REQUIRED KNOWLEDGE, SKILLS AND ABILITIES

- a) Expert skills in Tempest (Superuser capabilities in Land; ComDev/Prospero; Business Licences; and Calls For Service modules) and Microsoft Office suite (Word, Excel, Outlook) and sound knowledge in operating database driven websites such as BC Online.
- b) Working knowledge of the principles of municipal planning, business licencing and building practices, including familiarity with relevant sections of the *Local Government Act* and *Community Charter*.
- c) Knowledge of the bylaws, policies and procedures, practices and terminology related to the operations of Engineering, Parks & Works Department.
- d) Sound knowledge of Business English and standard office practices and procedures including records management practices.
- e) Typing / word processing speed of at least 60 w.p.m.
- f) Ability to problem-solve and work with minimal supervision.
- g) Ability to work effectively under pressure with minimal supervision, to maintain confidentiality and to organize and establish priorities.
- h) Ability to deal effectively and professionally with all public inquiries, including in person, over the phone and email correspondence.

4. TRAINING AND EXPERIENCE

- a) Completion of Grade 12 including or supplemented by an Office Administration Certificate or other related courses.
- b) Completion of Local Government Administration Certificate or an equivalent combination of training and experience.
- c) Minimum of 3 years related experience as an Administrative Assistant with proficient use of the Microsoft Office suite (Word, Excel, Outlook, etc.) and the Tempest software program, preferably in a municipal environment.

SUBMIT TO: Administration Department

CLOSING DATE: 4:00 pm, Friday, January 19th, 2018