

COMPETITION #2021-U18**ADMINISTRATIVE ASSISTANT
Development Services Department**

Temporary, Full-Time Union Position
(Term: 6 months, with potential for extension)

Salary: \$29.22/hr
(+ 14% in lieu of benefits)

1. FUNCTION

Under the direction of the Senior Manager of Long Range Planning, the Administrative Assistant is responsible for administrative duties in the Development Services Department. This customer focused position requires knowledge of computerized municipal database systems and strong secretarial, organizational and interpersonal and communication skills. This position requires strong multi-tasking skills and the ability to work effectively and professionally with minimum supervision. Sound knowledge of processes and procedures related to municipal planning, business licences, bylaw enforcement and building inspections is required.

2. TYPICAL DUTIES

- a) Provide front line customer service for the Development Services Department i.e. to the development community, business owners, realtors, local residents and act as the principal contact in assisting other departments in providing development related information.
- b) Update the Town's land database (i.e. Tempest), including interdepartmental updates with Finance and Engineering.
- c) Process and monitor the approval routing of a variety of permits, licences and other applications for the Development Services Department.
- d) Provide proactive documentation and user level software support for Microsoft Office and Municipal database application software to department personnel.
- e) Assist the Bylaw Enforcement division, including administering the Towing and Impounding Bylaw and preparation of related correspondence.
- f) Liaise and provide information to external agencies, including Land Titles, BC Assessment, Work Safe BC, Canada Post, Vancouver Island Health Authority (VIHA) and Capital Regional District (CRD) on a routine basis.
- g) Prepare and proof correspondence, reports, etc. and provide other administrative support; and participate in departmental meetings, budget preparation and departmental projects.
- h) Prepare and process a variety of legal documents for registration at the Land Title Office.
- i) Prepare and mail-out of a variety of public notices (e.g. Public Hearings and Development Variance Permit applications).
- j) Prepare bylaw amendments and revisions.
- k) Assist in coordinating off site service charges for developments and processing of refunds to applicants for various departments within the municipality.

- l) Provide the Director with general administrative support (schedule internal and external meetings; brief the Director of critical deadlines and assemble and organize background materials).
- m) Prepare agenda packages and attend and take accurate minutes of the Advisory Planning Commission.
- n) Performs the duties of the Administrative Assistant – Engineering in that person's absence.
- o) Perform other duties and responsibilities as assigned by the Director.

3. REQUIRED KNOWLEDGE, SKILLS AND ABILITIES

- a) Working knowledge of Tempest (Land; ComDev/Prospero; Business Licences; and Calls For Service modules); Microsoft Office Suite (Word, Excel, Outlook); database data entry; and ability to learn and navigate operating database driven websites such as BC Online.
- b) 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 Business English and standard office practices and procedures including records management practices.
- d) Typing / word processing speed of at least 60 w.p.m.
- e) Ability to problem-solve and work with minimal supervision.
- f) Ability to work effectively under pressure with minimal supervision, to maintain confidentiality and to organize and establish priorities.
- g) 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) Minimum 3 years related experience as an Administrative Assistant, preferably in a municipal environment.
- c) Or an equivalent combination of training and experience.

SUBMIT TO: Administration Department

CLOSING DATE: 4:00pm, Friday, August 20, 2021