

COMPETITION #2023-U09

**Development Services Coordinator**

**Full Time Union Position**

**Salary: \$35.50-\$ 38.58 /hr**

**1. FUNCTION**

Under the direction of the Senior Managers of Current and Long-Range Planning, the Development Services Coordinator is responsible for higher level administrative duties in the Development Services and Engineering 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 administrative 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, while also being responsive to the development and business community, and the general public.

**2. TYPICAL DUTIES**

- a) Coordinate administrative support in Development Services and Engineering, Departments. Review and coordinate workload of the Administrative Assistant – Development Services and Administrative Assistant – Engineering.
- b) Develop and maintain Standard Operating Procedures for development and engineering administrative processes, including the functional organization of the departments' municipal and business-related documentation. Investigate software options in support of improved business processes.
- c) Coordinate and participate in the provision of front-line customer service to the development community, business owners, realtors, and local residents.
- d) Participate in departmental meetings, and provide support for departmental projects.
- e) Coordinate and pro-actively assist in a variety of department workflows including permits, licences, subdivisions and other applications, including coordination with multiple departments and agencies.
- f) Provide ongoing assessment and improvement of department workflows associated with permits, licenses, subdivisions, and other applications in Development Services and Engineering Departments.
- g) Prepare a variety of public notices (e.g. Public Hearings, Development Variance Permit applications, liquor license applications, department projects) for distribution.
- h) Develop, improve and update relevant sections of the Town's website.
- i) Create and update application forms and brochures related to Development Services and Engineering Departments.
- j) Act as in-house expert in Tempest Land, Prospero, Licensing, and Calls for Service, including offering advice and training to other staff members, and coordination with other departments. Lead implementation of new software modules; oversee testing and implementation of new

software releases; create standardized templates and e-forms for routine documents. Provide ongoing assessment and improvement of Tempest business processes as needed.

- k) Coordinate offsite service charges for developments and processing of refunds to applicants for various departments within the municipality.
- l) Provide assistance to the Bylaw Enforcement division.
- m) Maintain the Town's land database, including coordination with other departments and agencies. Investigate and correct land record issues; ensure that the integrity and accuracy of the database is maintained.
- n) Prepare and process a variety of legal documents for registration at the Land Title Office.
- o) Prepare monthly reports on building permit and business license statistics for distribution to various departments and agencies.
- p) Perform the duties of the Administrative Assistant positions in Development Services and Engineering during absences.
- q) Perform other duties and responsibilities as assigned.

### **3. REQUIRED KNOWLEDGE, SKILLS AND ABILITIES**

- a) Advanced skills in Tempest (Super-user capabilities in Land, Prospero, Licensing, and Calls for Service modules), and Microsoft Office suite (Word, Excel, Outlook), as well as sound knowledge in WorkTech, and 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) Ability to problem-solve and communicate effectively with internal and external stakeholders..
- f) Ability to work effectively and independently under pressure, maintain confidentiality, and 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 supplemented by courses in office administration, planning, building, or engineering, or other related courses.
- b) Minimum of 3 years related experience in planning, engineering, or an administrative role, preferably in a municipal environment.
- c) An equivalent combination of training and experience may be considered.

**SUBMIT RESUME and COVER LETTER to:**

- Administration Department at Town Hall, or
- EMAIL to [careers@sidney.ca](mailto:careers@sidney.ca)

**CLOSING DATE:** Monday, June 19, 2023 at 4:00PM