



JOB DESCRIPTION

Date Prepared: September 2, 2010
Supersedes: N/A
Job Title: Development Services Clerk I
Reports to: Director of Development Services

Position Summary:

Perform a variety of administrative, clerical, record keeping and reception functions for the Development Services Department and Town Reception area

Positions Supervised: n/a

Key Job Duties

Program Development and Implementation

- Administration and clerical
- Reception

Operations- Administration/Working Function

- Provide information, respond to enquiries, receive payments and securities, ensure accurate information on applications for building permits, business Licenses, subdivision, rezoning, Official Community Plan, development permit and development variance permit applications, sign permits, highway use permits, highway license of occupation agreements, cemetery requests, water, sewer and storm service hook ups, wood stove change-out program; liaises with Land Title and Authority, BC Assessment and Home Owner Protection office, Ministry of Health to obtain and check information regarding permits and licenses, make registrations as required
- Provide administrative and clerical support such as: prepare and type correspondence, gather and formulate information, Town contracts, bids and tenders, develop spreadsheets for monthly activity report including number of business licenses issued, number of new building permit applications and value of construction, cemetery activity, Town construction and repair projects; set up files for permits and licenses, track and record progress of applications from initial file set up to approval, arrange and record building permit and business license inspections; set up meetings, prepare agendas, take minutes; maintain Department filing system, procedures binder; prepare invoices for Town Business licenses and follow up with delinquent licenses; check for and advise or refer non compliant business owners and builders regarding required regulations; requests to BC Hydro for pole and streetlight work, BC One Call requests
- Provide back up to municipal hall reception

Customer Service/Communications

- Provide high levels of customer service as first contact to members of the public
- Respond to enquiries, and provide assistance and support in a variety of administrative, clerical and reception functions

Risk Management Health and Safety

- Practice effective risk management, health and safety practices and procedures
- Ensure problems and issues reported are properly addressed and correctly referred

Leadership and Supervisory

- Participate as a team member ensuring high performance and services in the provision of effective administration support for the Development Services Department and Reception area

Financial

- N/A

Qualifications:

- Education:
 - High School Graduation
- Certification:
 - N/A
- Safety Certification and Other Licenses:
 - N/A
- Desirable Certification and Training:
 - N/A
- Experience:
 - 1 year office administration experience or an equivalent combination of education, training and experience

Skills:

- Communicate effectively with the public to handle and resolve or refer enquiries
- Develop and maintain effective workplace relationships
- Demonstrate Tact & Diplomacy
- Plan and organize daily work
- Make effective decisions
- Skill, ability, knowledge of all functions detailed in the job description

Job Provisos:

- Maintain up to date knowledge of the Town's computerized systems, administrative systems and office technology
- May be required to perform additional related duties as assigned by supervisor

SIGNATURE:



Chief Administrative Officer