

TAY VALLEY TOWNSHIP

Position Description: Planning – Administrative Assistant – Full Time

The following description reflects the general duties necessary to describe the principal functions of the position and shall not be construed to be all of the work requirements inherent in this position.

DIRECTLY RESPONSIBLE TO: Planner

INDIRECTLY RESPONSIBLE TO: Chief Building Official

KEY ACTIVITIES

1. Receives incoming visitors and telephone calls, identifies client needs, directs clients to the appropriate staff member or organization and answers general inquiries for the Planning Department, which includes both the planning and building functions.
2. Provides advice, assistance and guidance to prospective applicants and their agents regarding planning and building applications.
3. Undertakes file preparation, tracking and initial review at the application intake stage to ensure essential content is obtained from the applicant for building and planning applications.
4. Facilitates direct communication between applicants and the Planner and Chief Building Official during the application review and approval stages.
5. Refers non-specific and non-routine enquiries to the Planner and Chief Building Official.
6. Liaises with consultants, professionals, commenting agencies, developers and other municipal staff as required.
7. Prepares clearance letters, limited services agreements, development agreements, site plan control agreements and zoning certificates for the approval and signature of the Planner.
8. Prepares notices and mailing lists for circulation of various notices and messages, primarily for planning and building processes but also for other general government functions.
9. Fulfills the role of Commissioner of Oaths for planning applications.
10. Prepares Department presentations and reports for Council, as requested.
11. Prepares and submits reports to Provincial Ministries and various agencies.
12. Prepares GIS updates for building, planning and septic activity.
13. Assists with monitoring agreements and contracts.

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14. Assists the Planner with the development of planning related studies, policies and by-laws, as required.
15. Coordinates Civic Addressing in conjunction with the Public Works and Clerk's Departments.
16. Maintains electronic and hard copy office records for the department in accordance with the Township's records management system.
17. Provides clerical support for the Planner and Chief Building Official and other staff as directed by the Planner.
18. Fulfills the role of Secretary/Treasurer to the Committee of Adjustment.
19. Provides clerical/secretarial support to Working Groups, as assigned.
20. Performs other related duties as assigned.

FACTOR DESCRIPTION

1. Knowledge

- Ability to deal with various agencies, the public and internal staff in a pleasant, positive, professional manner
- Excellent communication skills
- Ability to perform secretarial and administrative skills
- Strong time management and organizational skills
- Ability to take initiative
- Punctual and reliable
- Team oriented

2. Experience

- Post-secondary school courses in planning
- Primer on Planning Course would be considered an asset
- Post-secondary school courses in office administration would be considered an asset
- Two (2) years planning experience in a municipal environment
- One (1) year experience in an office environment
- A working knowledge of the Planning Act
- A working knowledge of other relevant legislation and planning and building matters
- Excellent computer skills, proficiency using Outlook, Word, Excel and GIS
- Capable of carrying out duties with minimal supervision
- Experience dealing with the public and outside agencies
- Municipal training is an asset

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- Municipal or planning designation would be considered an asset

Knowledge may be learned through on-the-job training and post secondary school courses.

3. Complexity/Problem Solving

Determines work priorities. Decides on how to respond to complaints and when to refer complaints to the appropriate staff member or management official.

4. Mental Effort

Mental effort is required for the entire day to remember priorities and to maintain composure when dealing with interruptions and the various moods and needs of callers and customers.

5. Physical Effort

May be required to sit for extended periods of time while using the computer and to meet deadlines.

May be required to lift boxes of paper weighing 20 kilograms.

6. Impact of Decisions

Failure to provide secretarial, clerical and administrative services in an efficient and effective manner will result in disruptions in the provision of services.

Failure to provide proper planning and building advice and follow appropriate legislation may result in unnecessary time delays and financial expense to both the applicant and the Township.

Errors in dealing with the public may cause an escalation of the individual's complaint.

7. Financial Authority

N/A

8. Supervision

N/A

9. Policies and Procedures

Required to work independently under established policies and procedures. Follows the policies and procedures of the Township.

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10. Contacts – Interpersonal Skills

Internal Contacts: Planner
Chief Building Official
Clerk
Committee of Adjustment
Working Groups
All Township Staff

External Contacts: General Public
Septic Inspector
Solicitors
Real Estate Agents/Appraisers
Suppliers and Contractors
Other Municipal Employees
Other Public Agencies

Provides information to the public; uses tact to address their inquiries and concerns. Is the first point of contact for visitors and callers in the Planning Department and must present a pleasant, positive and professional image regardless of their demeanor or work stress. Communication skills are required to find out the nature of inquiries and concerns so that they are addressed appropriately.

11. Work Environment

The duties of the position are performed primarily in an office environment.

Protects own health and health of others by adopting safe work practices, reporting unsafe conditions immediately and attending all relevant in-services regarding occupational health and safety. Follows all guidelines for employees and employers as legislated under the Ontario Occupational Health and Safety Act.

12. Working Conditions and Pressure

Township Municipal Office – Office Area.

Frequently deals with public complaints, refers contentious issues to management staff. Must deal with the stress of frequent interruptions and the various moods of people while maintaining a pleasant and calm manner as the first point of contact with visitors and telephone callers for the Planning Department.

Normal Working Hours are Monday to Friday - 8:30 a.m. – 4:30 p.m. with an hour lunch. Attendance at Committee of Adjustment Meetings and Working Group Meetings is mandatory. Attendance at building and planning related public meetings may be required. Evening meetings may be required. Additional overtime may be required.

Dated – August 3, 2017