



CITY OF
PRINCE GEORGE

JOB DESCRIPTION

JOB TITLE: DEVELOPMENT SERVICES COORDINATOR **SCHEDULE:** B
DIVISION: DEVELOPMENT SERVICES **PAYGRADE:** 9
DEPARTMENT: PLANNING & DEVELOPMENT

JOB SUMMARY:

The incumbent is responsible for providing administrative support to the Development Services Division and providing consistent, professional service to clients, outside agencies and other City divisions and departments pertaining to the division's administrative responsibilities. Responsibilities include answering phone inquiries, providing information to customers, referring inquiries to the appropriate sources, and coordinating a variety of forms, applications, permits and other documents as they relate to Development Services.

This position provides support for planning, zoning, building inspection, sub-division and engineering personnel. The incumbent acts as a resource, assists with problem resolution and is the lead on overseeing and coordinating the building permit process and obtaining particular documentation related to Development Services applications. Further responsibilities include assisting with the development and maintenance of guidelines and procedures, reviewing land title searches, and assisting with special projects.

This is a high profile position and the incumbent must possess excellent organizational, interpersonal and communication skills for interacting with internal and external customers in a professional and efficient manner. The incumbent is expected to act and solve problems independently and exercise judgment in daily responsibilities. Performs other related duties when required.

MAJOR RESPONSIBILITIES:

Under general supervision of the Manager of Development Services:

Oversees the Building Permit process by:

- coordinating and organizing the building permit file and facilitating the issuance of all building permits;
- tracking the commercial, industrial, institutional and multifamily (i.e Part 3 Buildings) building permit files in Prospero to ensure timely issuance;
- liaising with internal divisions and external agencies involved in a building permit application to facilitate an efficient building permit process;
- providing continual communication with the customer and liaising and coordinating with other divisions/departments;

- assisting with scheduling various inspections related to building projects and coordinating with customers and internal City staff;
- providing reminders to applicants to submit technical scheduled reporting; and
- acting as the point person for Technical Report submission and ensuring the document is submitted to the appropriate division.

Provides administrative services to the division by:

- composing and preparing correspondence related to Development Services related applications;
- preparing the agenda and organizing divisional meetings as required;
- Coordinating Reports to Council, such as monthly Building Permit and Development Permit statistics, and providing Council Notice on Title report packages package;
- preparing spreadsheets for a variety of uses;
- assisting with preparing work orders and purchase orders as required;
- preparing a variety of reports and documents;
- reviewing title searches;
- assisting with enquiries related to access permits and service connection applications;
- establishing and formalizing processes for Development Services procedures; and
- conducting research and assisting with special projects.

Acts as the Division's Technology Subject Matter Expert by:

- overseeing and ensuring the functionality of the system for divisional users;
- creating a user friendly and efficient process with consideration of internal divisions;
- liaising with City Divisions to design file processes to facilitate workflow and related documentation;
- acting as the liaison with IT Services to manage enhancements to functionality of the technology or software;
- providing training to users when required;
- building work flow to assist front end users in various City divisions;
- regularly maintaining the integrity of the entities /contacts within the system;
- archiving permits, licenses and other documents to make information available and accessible to users ; and
- attending related technology training as needed to ensure skills are up to date.

Provides efficient services to customers by:

- answering in person and telephone enquiries and transferring as appropriate; and
- ensuring that Development Services procedures are streamlined and user-friendly;

QUALIFICATIONS:

Education: High school graduation plus completion of a one year certificate in administration, business or a related field from a publicly accredited post-secondary institution recognized in the BC Transfer Guide. Courses in building or engineering technologies would be considered an asset.

Experience: A minimum of three years of progressive administrative experience including: drafting correspondence; writing reports; and developing and maintaining administrative support

procedures and processes. Familiarity with Development Services permit processes, construction terms, stages, and respective Bylaws would be considered an asset.

Knowledge and Skills: Thorough knowledge of administrative practices. Strong written communication abilities with the ability to write technical reports (i.e. Report to Council) and correspondence incorporating technical information. Knowledge of technical functions and operations of Development Services. Some knowledge of building permits processes and construction terms and stages. Exceptional ability to self-motivate, function with minimum direction/supervision, and facilitate problem resolution. Strong attention to detail skills. Excellent interpersonal skills to build and maintain cooperative working relationships with other City employees. Demonstrated judgment and problem solving abilities. Ability to deal courteously, tactfully and diplomatically with members of the general public as well as internal and external customers. Ability to work within, and contribute to, a proactive team environment. Demonstrated commitment to customer service. Strong organizational, prioritization and time management skills to meet a high volume workload and effectively meet deadlines. Excellent verbal and written communication skills. Considerable skill with word processing and, spreadsheets packages, Tempest, as well as other software programs related to the work. Knowledge of WorkSafe BC regulations, occupational hazards and safe work procedures as it relates to the position, including but not limited to: bullying and harassment, working alone and other significant hazards.

Valid BC Driver's License:	No.
Vehicle Usage:	No.
Police Information Check:	Yes. As a condition of employment, must be able to obtain and maintain a clear Police Information Check for offenses related to the position.

Prepared by: D Wasnik, S Young
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