



**POSITION: Administrative Assistant (Building & Bylaw)**

**DEPARTMENT: Planning**

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**SUMMARY:**

This regular, full-time position, reporting to the Director of Planning & Community Services, provides multi-faceted services to external and internal customers for building inspection, bylaw enforcement and planning services. The primary role of the Administrative Assistant is to provide reception and front counter customer service and general clerical and administrative support for the building inspection and bylaw enforcement services and Director of Planning & Community Services.

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**DUTIES AND RESPONSIBILITIES:**

- Receives and circulates applications, plans and required documents for building permits; coordinates and schedules inspections; administers related records management system in accordance with Municipal standards; generates reports to facilitate and track permit and inspection status; and maintains and updates property records and spreadsheet database to track permits and plans, new and archived.
- Receives and directs complaints to the appropriate staff for action, including tracking complaint status.
- Receives and circulates planning applications, including opening files.
- Assists building inspection and bylaw enforcement services and the Director of Planning & Community Services by receiving applications, forwarding and drafting routine correspondence for the signature of the Department Head, building inspection or bylaw enforcement services, as requested.
- Provides a diverse range of clerical and administrative support to building inspection and bylaw enforcement services and the Director of Planning & Community Services, including: drafts a variety of records, maintains indexes, performs routine clerical work, data entry, photocopies, scans, and conducts research.
- Assists the Director of Planning & Community Services with correspondence, e.g. preparing notification lists for land use and development applications, and public consultations and sending out notifications and invitations.
- As required, performs routine office functions including scheduling appointments and meetings, posting notices, ordering office supplies, and photocopying, scanning, maintaining and filing records.
- As required, provides customer service as Municipal Hall receptionist answering telephone, in-person and email inquiries and complaints including but not limited to accepting payments, processing permits and applications, providing general information and assistance and referring other requests to the appropriate Department or individual.

- Assists with building inspection, bylaw enforcement and planning related corporate communications, maintenance of related web content, posts notices, assists with newsletters, brochures, etc..
- As required, provides assistance by accepting payments and assisting the Accounting Clerk with mailings for utility bills and property tax notices.
- Other duties, as required.
- Required to adhere to all WorkSafe BC regulations and any unsafe conditions are to be reported to the employee’s supervisor immediately.
- All persons employed with the District of Lantzville will be required to assist the District in providing emergency services. Duties assigned during an emergency may be different from regular duties.

**EMPLOYER DOCUMENTS REQUIRED:**

**ESSENTIAL:**

- Performance appraisals will be performed six and twelve months.

**SUPERVISION RECEIVED AND EXERCISED:**

**Immediate Supervisor:** Director of Planning & Community Services

**Positions directly supervised by this position:** N/A

**REQUIRED EDUCATION, KNOWLEDGE, ABILITIES, SKILLS AND SUITABILITY:**

**ESSENTIAL:**

**Education:**

- High-school diploma or equivalent plus one year of post-secondary education in business or office administration.
- At least two accounting and finance courses at a University or College recognized by CPA Canada.

**Experience:**

- Minimum of two years’ experience in a municipal government reception, office clerk or equivalent position (asset if related to building, bylaw or planning services).
- Minimum of one years’ customer service and cash-handling experience.
- Windows office suite (Excel, Word, Access, Outlook), Publisher, and website content management software.

OR an equivalent combination of training and experience.

**Skills:**

- Strong verbal and written communication and computer use skills, including proficient in the use of word processing and spreadsheet programs.
- Keyboarding speed of 50+ wpm accompanied by a high degree of accuracy and attention to detail.
- Strong multi-tasking and organizational skills and detail oriented.
- Effective problem-solving and conflict resolution skills.
- Demonstrated friendly, courteous and professional customer service skills.

**Knowledge:**

- Knowledge of and ability to implement safe work practices and the requirements of the regulatory agencies.
- Knowledge of municipal operations, including zoning, sign, building and business bylaws and basic policies, regulations and procedures governing enforcement, licence and permit programs.
- Knowledge of municipal systems and procedures for processing payments, records management and filing, processing of documents, contract tracking, etc.

**Abilities:**

- Ability to read and interpret technical drawings, plans, surveys and related material.
- Ability to communicate, both verbally and in writing, tactfully, respectfully and effectively with other staff, management, elected officials and the general public.
- Ability to establish and maintain effective working relationships with internal and external contacts.
- Ability to learn new computer skills and new methods of carrying out work, as required.
- Ability to determine priorities, plan job tasks and organize work area.
- An excellent team player.

**JOB DESCRIPTION APPROVAL AND DESIGNATION**

- Full-Time:
- Part-Time:
- Permanent:
- Temporary:
- Casual:

*ORIGINAL SIGNED*

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Acting Chief Administrative Officer: Glenn Morphy

Effective Date: October 18, 2024