

## ESQUIMALT POSITION DESCRIPTION

**EFFECTIVE DATE: MAY 26, 2014**

Pos. No: 793

Reviewed and updated: July 2024  
Approved by: Director of Development Services

<b>Position Title:</b>	Office Administrator - Development Services
<b>Department/Division/Section:</b>	Development Services

### POSITION FUNCTION

Functions as primary public contact for inquiries relating to development, building, and planning, and is responsible for all departmental administration, including providing clerical support to the team. Secondary function is to provide occasional administrative support to Office Administrator - Engineering and Public Works position.

### KEY DUTIES

Responds to telephone, e-mail, and counter inquiries from the public, outside agencies, and other departments pertaining to building, planning and development, and communicates and explains departmental or municipal policy and procedures; refers complex inquiries or angry clients to appropriate staff. Provides backup support to Office Administrator of Engineering and Public Works.

Receives, screens, and processes planning and building applications for completeness; prepares routine permits. Types of applications include building permits, plumbing permits, development permits, development variance permits, heritage alteration permits, subdivision applications, and Board of Variance applications.

Processes Freedom of Information applications related to requests for building plans.

Scans and files plans and documents.

Schedules inspections and appointments for professional staff and expedites messages and inquiries to appropriate staff.

Creates a variety of technical and paralegal letters, memos, reports, and forms from various sources, including confidential correspondence; updates and maintains various records, filing systems, and statistical data; logs and distributes departmental mail and drafts routine correspondence.

Assists with mailouts for neighbourhood consultations, public hearings, and variance permit application notices. May be required to provide backfill support as a recording secretary for Council advisory meetings or other meetings (i.e., Advisory Planning Commission, Design Review Committee, and Board of Variance); meetings may take place after regular hours.

Creates and maintains database information on various planning, development, and building activities.

Updates and maintains various records, both paper and electronic, using the Local Government Management Association's Records Classification and Retention Schedule and TAB FusionRMS.

Posts requests for proposals on website, Civic Info, and BC Bid.

Maintains records, tracks reports and bylaw amendments to maintain and consolidate pertinent bylaws and ensures amendments are distributed accordingly.

Provides general departmental administrative support including ordering office supplies, organizing printing projects, preparing leave and attendance records, processing work orders, and organizing job competitions, in accordance with policy.

Operates standard office equipment such as computer, photocopier, mail machine, and fax machine.

Performs related duties where qualified.

**INDEPENDENCE**

Work is carried out independently in accordance with established guidelines and policies.

Projects and tasks are assigned by various staff and are reviewed for technical accuracy.

Technical or interpretation requests or angry clients are referred to the appropriate staff member.

Work is reviewed on completion where required by the appropriate staff or supervisor.

**WORKING CONDITIONS**

**Physical Effort:**

Move from desk to counter. (frequent)

Retrieve paper files from file room. (frequent)

Manipulate and move large boxes of files that are retrieved from off-site storage.

Move from desk to photocopy room. (frequent)

**Mental Effort:**

Short periods of intense concentration while dealing with frequent telephone, counter, and staff interruptions.

Deal with angry clients, complaints, and negative comments. (periodic)

Concentration while taking and transcribing technical minutes which form part of reports and recommendations. (periodic)

Short periods of concentration while completing legal forms, calculating fees, and typing and proofreading technical documents.

**Visual/Auditory Effort:**

Focus on source data and computer monitor for short periods; short periods of listening with intense concentration to questions at the front counter and on telephone. (continuous)

**Work Environment:**

Office.

May be required to work occasional modified hours to attend after-hours meetings.

**KNOWLEDGE, KEY SKILLS, AND ABILITIES**

Promote, incorporate and role model the Township's core values into all program activities:

Accountability – we are transparent and take responsibility for our policies, our decisions and our actions.

Integrity – we practice high standards of ethical behaviour and open communication that inspires trust.

Respect – we value people and treat everyone with dignity and fairness.

Service Excellence – we meet community needs and achieve high-quality results through responsiveness, creativity, teamwork and partnerships.

Passion – we approach our work with conviction and enthusiasm.

Equity, Diversity and Inclusiveness – we share in the responsibility to create a positive culture, honour differences, and safeguard equity, inclusion and dignity for all.

Knowledge of office administration, records management, and filing.

Knowledge of development, building, and planning functions preferred.

Knowledge of tendering and contract preparation.

Positive attitude.

Creative problem solving.

Knowledge of the building inspection functions.

Excellent customer service skills: ability to interact with the public and staff in a diplomatic and courteous manner; and ability to deal with confidential and sensitive information.

Ability to type and proofread technical and paralegal documents, forms, and reports.

Ability to communicate effectively verbally and in writing; and to take technical minutes and messages for corporate records and to maintain accurate technical records.

Ability to organize and prioritize work and maintain accurate records.

Ability to operate computer and standard office equipment, proficiency with MS Office software.

Ability to work under pressure and balance competing priorities and workload.

Demonstrated ability to exercise initiative within defined guidelines.

#### **QUALIFICATIONS:**

##### **Formal Education, Training, and Occupational/Professional Certification**

High school graduation plus office administration certificate/diploma (one year) or equivalent.

##### **Experience:**

3 years of related experience, preferably within a building inspection, development, or planning department of a local government. Equivalent education and experience will be considered.

#### **OTHER**

Length of time to become familiar with job duties and responsibilities: 1 year.