

BUILDING SERVICES CLERK**REPORTS TO:** Chief Building Official**DATE:** Nov 2020**APPROVED BY:** Allen Whittleton**EXEMPT (Y/N):** No**DIVISION:** Building Services**SALARY LEVEL:** Grid 1, Band 7**DEPARTMENT:** Planning & Development Serv*Replaces: Building Services Clerk**Date: Dec 2017*

SUMMARY: Under the general supervision of the Chief Building Official, provides administrative and reception support to the initiatives and responsibilities of the Building Services Division. May receive day to day work direction from other technical staff (Building Officials).

KEY RESPONSIBILITIES *include the following:*

1. To act as receptionist for Building Services and Planning Division counter enquiries.
2. To prepare correspondence, reports, memos, brochures, bylaws, forms, invoices, lists and other material related to the issuance of building and plumbing permits and scheduling inspections.
3. To maintain databases and filing systems and general statistical reports on a regular basis.
4. To comply with and promote, safe work practices and procedures in order to effect a safe and healthy work environment.

TYPICAL ACTIVITIES *include the following; other activities may be assigned:*

1. Receives enquiries either by phone or in person, relating to building permits, inspections and other related matters. Schedules inspections on request from client. Provides additional non-technical information on request or refers client to appropriate source.
2. Processes building permit applications by receiving and reviewing applications for completeness, receiving payment, logging receipt and preparing a file and other relevant documentation.
3. Forwards information to other sections of the Planning division according to procedure. Forwards application and documents to Building Officials for technical review.
4. On instruction of technical staff, types permits and contacts owners when permit is issued: files permit copies and plans.
5. Monitors building permit expiry dates and prepares routine correspondence for signature of Chief Building Official, such correspondence to include follow-up or permit renewal letters according to established schedule.

6. Maintains statistical database by computer data entry. Prepares month end statistical reports for the SCRD Board and distributes copies of building permits, reports and forms to other agencies.
7. Drafts non-routine materials and documents such as information handouts, reports, correspondence, bylaws and other related material for review by Chief Building Official.
8. Makes recommendations to Chief Building Official on improving the overall efficiency of clerical support operations in Building Services, especially for the front counter.
9. Orders supplies for the division as needed.
10. Other related duties as directed by the Chief Building Official.

DECISION MAKING AUTHORITY *Decisions that are made in carrying out the typical duties of the job without referring to the Manager.*

- Organization and maintenance of filing systems.
- Scheduling issuance of permit renewal and permit expiry letters.
- Setting up and formatting of word processing documents and databases.
- Scheduling inspections

PROBLEM SOLVING RESPONSIBILITY:

- Prioritizing of workload.
- Standardization of filing.
- Software-related problems such as formatting documents and implementation of a permit system.
- Improvement of clerical operations

QUALIFICATION REQUIREMENTS *To perform this job successfully, an individual must be able to perform the responsibilities and activities satisfactorily. The requirements listed below are representative of the knowledge, skill, and ability required.*

FORMAL EDUCATION AND EXPERIENCE

- Completion of Grade twelve (12) or equivalent.
- Completion of relevant post-secondary education, with preference given to an Administrative Assistant Certificate from a recognized institution.
- Minimum of one (1) year of related office experience, preferably in a regulatory environment including six (6) month's experience in a customer service environment.
- An equivalent combination of education and experience may be considered.

OTHER SKILLS/KNOWLEDGE

- Proficiency with Microsoft Office, especially Word, Excel and Outlook
- Basic knowledge of a property data base system.

- Minimum 40wpm typing speed.
- Ability to interact effectively with customers by phone or in person, demonstrating a strong customer focus and an ability to defuse confrontational situations.
- Ability to work effectively as a member of the Building Services team.
- Ability to work with accuracy and attention to detail.
- Ability to multi-task and focus in a busy and distracting office environment

MEASUREMENT DATA

- Accurate recording of all information and attention to detail are maintained at all times.
- Routine correspondence, filing and databases maintained in a timely manner.
- Operation of the front counter is maintained efficiently.
- Enquiries from the public are handled effectively and efficiently.
- Current information on Building Department statistics is distributed and available.
- All guides, forms, brochures, bylaws, lists and related material are updated, photocopied and available for use in an organized fashion.

SUPERVISORY RESPONSIBILITIES

- None.

ADDITIONAL INFORMATION

- Customer service is paramount.
- The incumbent is expected to support Corporate sustainability and workplace safety objectives.