



JOB DESCRIPTION

Job Title: **Development Services Clerk**
Direct Supervisor: Director of Development Services
Hours: Full-time (as per CUPE Agreement)
File Reference: 07-2560-02

Affiliation: CUPE 374
Salary: \$29.10/Hr (2017 Rate)
Revision Date: August 2016

Position Summary

Reporting to the Director of Development Services, the Development Services Clerk provides administrative and clerical support to the Director of Development Services, the Approving Officer, and other Development Services technical staff. The Development Services Clerk is responsible for the assignment of Development Services related Calls for Service (CFS) and processing Engineering & Operations related applications. The Development Services Clerk also maintains the municipal filing system for Engineering and Parks services and provides general administrative support to the Development Services Department.

This position also serves other departments as needed in providing assistance in support of day-to-day departmental business process needs, including serving as front desk reception as required.

Nature & Scope of Work

1. Responds to inquiries and provides assistance and advice/recommendations to a variety of external contacts such as developers, realtors, contractors and the general public on matters pertaining to departmental bylaws and policies, practices and procedures.
2. Determines the completeness of all applications related to Engineering, Operations and Parks Use. Advises proponents on application requirements when applications are incomplete or when applicants require clarification and/or direction.
3. Verifies and determines accuracy of application information against municipal records; searches files for existence of encumbrances, such as easements, restrictive covenants, rights of way, heritage or archaeological restrictions.
4. Determines appropriate fees, inputs applications into Tempest, assigns applications to appropriate internal/external departments, issues approved permits.
5. Ensures all Engineering agreements and documents are executed, assigned, tracked and archived in accordance with Corporate Services protocols and in compliance with regulatory requirements.
6. Responds to and ensures that Calls for Service (CFS) related to Development Services are dispatched and completed.
7. Prepares, creates and maintains a variety of manual and computer records, files and statistics related to the work; retrieves information related to applications and generates reports as requested for staff and Council.
8. Provides clerical support for the department, filing, booking meetings, conferences, seminars.
9. Formats, proofreads and edits letters/reports for signature by planning staff to ensure that all correspondence and reports are grammatically correct and comply with District templates.
10. Initiates and drafts correspondence when requested/required.
11. Reviews files, records and other documents to respond to requests for information.
12. Provides back up front counter relief and to all other support staff, as needed.
13. Provides support for other departments for day to day business process needs as required.
14. Serves as front desk reception as required.
15. Performs other related work as required.

Knowledge, Abilities, & Skill Requirements

1. Ability to function efficiently with limited direction, to establish and maintain effective working relationships with municipal officials and other employees, and to meet and successfully serve the public on a continuing basis.
2. Ability to maintain confidentiality of matters as required.
3. Ability to work well under pressure and to a deadline.
4. Thorough knowledge of business English, spelling, and language.
5. Thorough familiarity and proficiency with Microsoft Office.
6. Working knowledge of adopted District document management practices.
7. Working knowledge of the operations and functions of other District departments.
8. Working knowledge of related municipal legislation, i.e. *Local Government Act, Community Charter*.
9. Strong written and verbal communication skills.
10. Ability to effectively read and interpret information, present numerical data in a resourceful manner, and skillfully gather and analyze information.
11. Excellent organizational skills.
12. Demonstrate proficiency in the core competencies of:
 - a) Adaptability: Willingness to be flexible in a changing environment
 - b) Relationship Building: Establishes and maintains respectful and cooperative working relationships
 - c) Effective Communication: Communicates effectively with others
 - d) Problem Solving: Recognizes and acts to resolve problems
 - e) Organization: Organizes work so that others will understand it, in order to achieve District goals
 - f) Customer Focus: Provides excellent service to both internal and external customers

Training & Experience Requirements

1. Completion of Grade 12 or recognized equivalent, supplemented by two (2) years' of post-secondary education in local government courses and/or a certificate in local government administration; or currently enrolled in local government courses.
2. Minimum five (5) years' related administrative experience in a local government environment.
3. Completion of the TEMPEST "super-user" training program.

The previous statements reflect the general duties considered necessary to describe the principle functions of the job identified and shall not be construed as a detailed description of all work requirements that are inherent in the job.

APPROVED BY:

Teresa Sullivan
Chief Administrative Officer

Date