

Job Information

Job title	Inspections Assistant / Customer Service Clerk	Job Code: CLINSP	Pay Grade: E
Title of immediate supervisor	Supervisor- Inspections Administration		
Department/Division	Building, Bylaw, Licensing & Legal Services / Building Inspection & Bylaw		
Prepared by	N. Pallan		
Date Created	Feb 26, 2015	Revised date	June 21, 2018
Dept Head Signature	Originally Signed by Brent Reems	Date	June 25, 2018

Job Purpose

Provides clerical, administrative support and customer service to the Building Inspection and Bylaw Division. Responsibilities include word processing assignments, data entry, maintain electronic mail log, filing, receives applications, enters folders, handles cash and issues receipts. Involves dealing with the public in explaining the content of exchanged data or information through phone and email inquiries relating to the effective delivery of the Inspection Division.

Duties and Responsibilities

- Maintains permit expiry tracking system, including generation of letters and file review.
- Generates, proof reads for grammar and accuracy; letters, forms and other materials from rough draft.
- Accepts and processes payments through the Tempest Cashier system by cash, cheque or debit; maintains a float and balances batches daily.
- Processes permit fees according to prescribed policy and standard procedures.
- Answers telephone, email, and counter enquiries, directs visitors and phone calls, provides information regarding permits and/or property information and provides routine information on regarding departmental regulations.
- Creates commercial folders using a computer database tracking system according to prescribed standard procedures.
- Receives permit applications, creates and enters folder information using a computer database tracking system, according to prescribed standard procedures, to ensure quality and completeness.
- Receives and processes plumbing permit applications submitted by fax, and prepares permit for issuance to client according to prescribed standard procedures.
- Updates permit tracking information and issues permits using a computer database tracking system according to prescribed standard procedures.
- Assists in scheduling building, plumbing, Public Works, and Fire inspections using a computer database tracking system, and answers general inspection enquiries, referring technical questions to Inspectors.
- Receives and processes complaints including interviewing complainants on the telephone.
- Responds to Freedom of Information (FOI) requests according to municipal policies and procedures.
- Prints out reports or form letters using a computer database tracking system.
- Provides user support and assistance to the Inspection and Bylaw staff on the corporate permit tracking software and routine processes within the work group.
- Maintains and distributes mail and fax (including subscriptions) distribution systems.
- Makes simple arithmetical computations accurately and with reasonable speed.
- Operates a photocopier, document scanner, microfilm copier and microfilm reader and other standard office equipment.
- Prepares written communication for external and internal customers using proper business English, spelling and grammar.
- Performs other related duties as required.

Qualifications

- Grade 12 or equivalent or equivalent supplemented in training of standard office machines, such as a cash registers and calculators; standard office practices, techniques and procedures; computer based applications; and courses in business English, spelling and grammar.
- Experience or training in standard computer applications including word processing, spreadsheets, electronic mail and internet with particular emphasis on Word, Excel, Tempest Cashier, Prospero and a customized in-house database.
- One year experience in a Building Department environment, including experience working in clerical work and in a customer service capacity
- Experience in receiving and balancing cash.
- An equivalent combination of education and experience may be considered.

Physical Requirements

No physical activity required.

Working Conditions

Works in an office environment.