

## Job Information

Job title	<b>Parks Permits Coordinator</b>	Job Code: PPCOR	Pay Grade: K
Title of immediate supervisor	Manager of Community Development and Business Systems		
Department/Division	Parks and Recreation / Parks		
Prepared by	N. Pallan		
Date Created	April 2018	Revised date	April 26, 2024

## Job Purpose

Coordinates, administers, and issues Tree Removal Permits. Interprets and enforces the Tree Protection Bylaw. Ensures that permit timelines and service standards are met. Involves coordinating services with various staff. Explains the permit process to the public including Municipal regulations and processes.

## Duties and Responsibilities

- Administers and issues the Tree Removal Permits.
- Liaises with residents applying for tree permits. This includes, but is not limited to, meeting with clients to advise them on permitting processes, providing basic technical requirements, explaining the Tree Protection Bylaw application procedures, and providing reasons for requirements or rejections of applications.
- Administers private Tree Removal applications, monitors permit progress using a Municipal permitting system according to prescribed standard procedures.
- Drafts and provides comprehensive denial letters to applicants.
- Answers telephone, email and counter enquiries, regarding Tree Removal Permits.
- Prepares written communication for external and internal customers using proper business English, spelling and grammar.
- Assists in developing and implementing projects related to tree planting on private property.
- Assists in preparing educational and outreach materials.
- Responds to enquiries from the public, staff and outside agencies regarding tree health and interpreting the Tree Protection Bylaw.
- Conducts inspections and documents tree cutting complaints.
- Enforces the Tree Protection Bylaw.
- Performs other related duties as required.

## Qualifications

- Grade 12 plus a two year diploma in arboriculture from a recognized post-secondary institution.
- Three years of experience in the field of arboriculture, preferably in a municipal setting.
- An equivalent combination of education and experience may be considered.
- Working knowledge of computers and standardized corporate software packages.
- I.S.A. Certificate.
- I.S.A. Tree Risk Assessor Qualification Certificate.
- Valid Class 5 BC Driver's Licence.

## Physical Requirements

No physical activity required.

## Working Conditions

Works in an office environment and conducts site visits.