

Job Information

Job title	Permit Coordinator	Job Code: PERMCO	Pay Grade: K
Title of immediate supervisor	Supervisor- Inspections Administration		
Department/Division	Building, Bylaw, Licensing & Legal Services / Inspection		
Prepared by	N. Pallan		
Date Created	Feb 18, 2015	Revised date	Dec 5, 2017
Dept Head Signature		Date	

Job Purpose

Coordinates and administers the Residential Building Permit process, including the facilitation of complete applications, processes, tracking permit applications and issuance of permits, to ensure departmental goals are met with respect to permit timelines and service standards. Involves the coordination of services with various staff within Inspection Services, other Municipal sections/divisions, external agencies and includes explaining the permit process to the public including Municipal regulations and technical details of architectural and building plans. Deals with the public in the delivery of the permit process and the content of exchanged data or information through phone and email inquiries relating to the effective delivery of the Inspection Division.

Duties and Responsibilities

- Coordinates and administers the Residential permitting process.
- Liaises with clients applying for permits to the Municipality and ensures the receipt of completed permit applications. This includes, but is not limited to, meeting with clients to advise them on permitting processes, providing basic technical requirements to clients to assist them with the completion of their permit applications, explaining building and zoning bylaws, application procedures, providing reasons for requirements or rejections of applications to contractors, designers and the public, and working closely with co-workers to ensure that all information is gathered from clients.
- Maintains and manages all outstanding files and monitors permit progress using a computer database tracking system according to prescribed standard procedures; responsible for ensuring that permits are issued within a prescribed timeframe; takes follow up action as required.
- Coordinates the distribution and/or referral of applications for review by various Municipal departments and other agencies.
- Collates and reviews referral responses from various Municipal departments and other agencies; identifies conflicts in reviews between various departments and agencies; coordinates resolution of conflicts related to applications; accurately transcribes finalized responses onto approved permit drawings.
- Generates and provides comprehensive denial letters to applicants, explains reasons for denial on basic technical matters and refers detailed technical questions to appropriate Engineering, Parks, Zoning, Building, or other staff.
- Coordinates the issuance of Tree Permits in conjunction with single family building permits as necessary, including accepting any related fees.
- Verifies permits for accuracy and completeness, updates folder status, and with the authorization of appropriate regulatory official, approves issuance of permits.
- Receives permit applications, creates and enters folder information using a computer database tracking system according to prescribed standard procedures to ensure quality and completeness.
- 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.
- Answers general inspection enquiries, referring technical questions to Inspectors.
- Processes permit fees according to prescribed policy and standard procedures.

- Processes and maintains statistics on permit processes.
- Updates permit tracking information and issues permits using a computer database tracking system according to prescribed standard procedures.
- Prints out reports or form letters using a computer database tracking system.
- Makes simple arithmetical computations accurately and with reasonable speed.
- Operates photocopiers, document scanners, microfilm copiers, microfilm readers 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 plus one year full time post-secondary educational program in Office, Business or Public Administration.
- One year full time post-secondary program in Architectural and Building Engineering Technology.
- Three years of administrative experience in a related administrative position including one year within a building/inspection work environment working with bylaw/regulatory documentation, information and terminology.
- An equivalent combination of education and experience may be considered.
- Keyboarding speed of 50 wpm.

Physical Requirements

No physical activity required.

Working Conditions

Works in an office environment.