



Building Applicant Services Supervisor

Permanent Full-Time

Posting No. 037-24

March 12, 2024

Situated within the shared, unceded territory of the Lílwat7úl (Lílwat People) and Skwxwú7mesh (Squamish People), the Resort Municipality of Whistler (RMOW) is a vibrant destination resort community, local government organization and leader in providing municipal programs, services, progressive planning and infrastructure. The RMOW is a high performance municipal organization and significant tourism economy serving a community of 14,000 permanent residents and over three million annual visitors. Whistler's vision is to be a place where our community thrives, nature is protected and guests are inspired.

The Building department of the Climate Action, Planning & Development Services division has an opportunity for qualified individuals to apply for the position of Building Applicant Services Supervisor. Reporting to the Manager of the Building Department, this position offers 72 hours bi-weekly, starting as soon as possible.

The Building Applicant Services Supervisor is responsible for overseeing and leading the day-to-day operation of the Building Department counter, ensuring that courteous and quality customer service is provided to all applicants throughout the permitting process. The Building Department provides an applicant focused support service to assist in the permitting process, from submission, issuance, inspection, and file closure along with several other community services. This role will oversee and ensure that applicants are consistently and efficiently informed with all the necessary up-to-date information with a strong focus of customer service. The supervisor will provide direct leadership to a team comprised of Building Technicians and Building Clerks and oversee the applicant experience and the administrative and records management tasks for the department. This position is also responsible for performing the administrative functions that support the permitting processes within the Building department.

Qualified candidates possess a grade 12 diploma and administrative, business-related or customer service courses or an equivalent level of experience and training may be considered, with at least 3-5 years of work experience in a similar supervisory role. Completion of Building code courses is considered an asset. Qualified candidates demonstrate an understanding of Building Code, Municipal Bylaws and other regulations with the ability to analyze complicated scenarios and make quick, sound decisions, excellent written and verbal communications skills, and strong computer skills with the ability to learn new and changing technology.

The Building Applicant Services Supervisor is professional and approachable with excellent communication and interpersonal skills and has proven experience building respectful, effective, and successful relationships with all levels of an organization and external contacts. The successful candidate demonstrates commitment to promoting a diverse and inclusive workplace within their team and will create and maintain effective working relationships with others while contributing to a positive environment. The starting wage for this position is \$38.07 per hour.

As a requirement of the position, the successful applicant must hold a valid BC class 5 driver's license, provide a satisfactory driver's abstract, and complete a satisfactory Police Information Check prior to beginning employment.

Interested candidates are invited to submit a resume and cover letter online at www.whistler.ca/careers

Posting No. 037-24 | Deadline for applications is March 26, 2024

We thank all applicants for their interest however, only those candidates selected for further consideration will be contacted.

The Resort Municipality of Whistler is committed to being an equal opportunity employer who embraces and respects diversity.