



JOB DESCRIPTION

Job Title: Customer Service Coordinator – Building
Department: Building
Job Type: Temporary, Full-time (14 months)
Reports to: Chief Building Official (CBO)

POSITION OVERVIEW

The Customer Service Coordinator – Building is primarily responsible for providing administrative support to the building department. These responsibilities include, but are not limited to reviewing and accepting all building permit applications, scheduling building permit inspections, monthly and quarterly statistical reporting and various administrative functions. This position is also responsible for responding to general phone and counter inquiries, receiving complaints, completing routine disclosure requests, processing payments and issuing permits.

KEY DUTIES & RESPONSIBILITIES

- Reviewing and accepting all building permit applications, and calculate associated permit fees and Development Charges.
- Ensuring that all permit fees and required development charges are collected in accordance with applicable By-laws.
- Schedule building permit inspections as requested.
- Provide administrative support to the Building department.
- Request civic address assignments, in coordination with the County.
- Update and maintain an inventory of all municipal address signs (green fire signs).
- Update and maintain all Building related internal and external documents/handouts.
- Update and maintain the Building and Renovation page on the Township's website.
- Complete Township Office opening and closing procedures.
- Process and issue licenses and permits in accordance with applicable By-laws or legislation.
- Prepare statistical Building reports for Council, Statistics Canada, and the County of Wellington.
- Process routine closure for building permit specific requests.
- Provide MPAC with building permit information as requested.
- Liaise with internal staff to classify records and establish files, including property files.
- Enter pertinent file classification information into the Township's database of records and departmental filing.
- Respond to general inquiries at the Municipal Office counter, Township website and over the phone.
- Receive and process payments and daily reconciliation for deposits.
- Develop and maintain job related procedures.
- Perform additional duties and special projects as required.

- Be responsible to work in compliance with the Occupational Health and Safety Act and Regulations, the Township of Puslinch Occupational Health, Safety and Workplace Violence Policy and Procedures, as well as established industry guidelines.

SKILLS & QUALIFICATIONS

- College Diploma in Business Administration or a related field.
- Minimum three (3) years related experience in customer service, with a preference given to experience in a municipal environment.
- Excellent verbal and written communication skills, with the ability to tailor communication to diverse audiences.
- Superior interpersonal skills and customer service skills including the ability to work effectively in a team environment.
- Strong organizational and problem solving skills.
- Computer proficiency in MS Office (Word, Excel, and Outlook) and database applications such as Keystone, Cloudpermit and Geocortex are an asset.

WORKING CONDITIONS

- General office environment.
- Local travel.
- Occasional exposure to conflict situations.

This position offers an annual salary range of \$57,020.60 to \$66,703.

Applicants are invited to submit a cover letter and resume to hr@puslinch.ca by no later than 4:00 p.m. on Monday, August 19, 2024.

ATTENTION: HR Department, Township of Puslinch, 7404 Wellington Road 34, Puslinch ON N0B 2J0. E: hr@puslinch.ca or F: (519) 763-5846. Please respond by one method of application only. No phone calls please. Personal information in relation to the recruitment and hiring process is collected under the authority outlined in the Municipal Freedom of Information and Protection of Privacy Act.

The Township is an equal opportunity employer. We thank all applicants for their interest, however, only those selected for an interview will be contacted. Accommodation for disabilities is available for all parts of the recruitment process. Applicants must make their needs known in advance. If you require an accessible format, please contact hr@puslinch.ca.

If you need an accessible format, please email hr@puslinch.ca or call (519) 763-1226. If you are contacted regarding this position, please advise of any accommodation measures you may require during our selection process. Information received relating to accommodation needs of applicants will be addressed confidentially.