



Town of Erin

Customer Service Clerk

Division: Planning & Development

Position Title: Customer Service Clerk

Reports To: CBO and Director of Planning & Development

ABOUT US

Nestled on the edge of the Greater Toronto Area (GTA), Erin is more than just a town—it's a vibrant and progressive community that thrives amidst the beauty of rolling hills. As you step into Erin, you'll experience a place on the rise, experiencing explosive growth fueled by its strategic location and forward-thinking approach. The landscape is a testament to nature's artistry, with lush greenery and picturesque views that soothe the soul. But Erin is not just about scenery; it's about progress. With all the amenities of urban living at hand, residents enjoy a quality of life that balances convenience with tranquility. The heartbeat of Erin lies in its infrastructure, continuously evolving to meet the needs of its expanding population. From a state-of-the-art treatment facility ensuring clean water for all, to major water and sewer projects paving the way for future development, Erin is laying the groundwork for a sustainable tomorrow. At the helm of this transformation is a municipal team renowned for its progressive and innovative spirit, driving Erin to become one of Ontario's fastest-growing communities. In Erin, the journey toward progress is as scenic as it is promising, offering a glimpse into the future of modern living intertwined with the beauty of nature.

OVERVIEW OF POSITION

Reporting to the Chief Building Official, the Customer Service Clerk will perform a variety of skilled functions and will provide customer service support to the public. This position is responsible for all administrative duties for the Building, Planning and By-Law business units, performing confidential administrative and clerical tasks. The successful candidate will have the ability to solve problems and assist in completing routine business. The employee is required to have thorough knowledge of department rules, policies and procedures and is responsible for applying this knowledge independently when dealing with the public.

MAJOR RESPONSIBILITIES

- Provide front line customer service for Planning & Development and Building Services business units via phone, email and in person;
- Process and administer building permit applications, planning applications and by-law complaints;

- Provide general information to the public with respect to Building and Planning and Development permit processes;
- Process and administer building permit applications including calculation; processing and collection of fees using the Cloudpermit system;
- Assist with review and processing of zoning compliance for permit applications and compliance letters;
- Assist with completing Property Information Reports;
- Prepare invoices and other correspondence;
- Performs other duties as assigned.

POSITION REQUIREMENTS

- Completion of a post-secondary diploma or degree in a relevant field;
- 3-5 years of related municipal experience or combination of customer service/administrative experience and relevant education;
- Exceptional customer service skills;
- Ability to interpret building plans, construction drawings, Town by-laws and the Building Code is considered an asset;
- Efficient data entry skills with attention to detail and a high degree of accuracy;
- Proficiency in Microsoft Office Suite;
- Previous experience using Cloudpermit is considered an asset;
- Demonstrated commitment to Reconciliation, Equity, Accessibility and Diversity;
- Knowledge/understanding of the Town's by-laws;
- Ability to work respectfully and effectively in a team environment;
- Exceptional organization and communication skills

WORKING CONDITIONS AND ENVIRONMENT

- This position is based primarily at the Town Hall, with hybrid work option.
- This position works 35 hours a week, 8:30am-4:30pm, Monday to Friday, however the incumbent may also work outside of regular business hours.
- The salary range for this position is \$57,439.20 - \$67,212.60.
- The Town offers an excellent comprehensive benefit package, and participation in the Ontario Municipal Employee Retirement Scheme (OMERS) pension plan.

If you're passionate about joining our growing, innovative team, don't hesitate to apply! We encourage you to apply by sending your resume to HR@Erin.ca; we will accept resumes until 4:00 pm on Friday, October 4th, 2024. We'd love to hear from you!

We thank all applicants for their interest, however, only those being considered for an interview will be contacted.

The Corporation of The Town of Erin celebrates diversity, and we are proud to be an equal opportunity employer. We are committed to creating equitable opportunities and an inclusive environment for all employees and applicants. We make employment-related decisions without regard to race, color, religion, sex, national origin, sexual orientation, gender identity, age, disability, or veteran status. The foregoing represents a reasonable statement of the requirements of this position. We use the information collected in accordance with the Municipal Freedom of Information and Protection of Privacy Act for the purpose of job selection only. Accommodation is available for all parts of the recruitment process in accordance with the Accessibility for Ontarians with Disabilities Act.